Time for Innovation

There is nothing small about small business
We get it.

Dell ProSupport for PCs

We know you have a business to run and no time for IT issues. With ProSupport, Dell is proactively monitoring issues so they can be fixed quickly. We’re in this together.

It’s a safe bet, we’ll call you first! Proactive alerts and automatic case creation allow Dell to start working on the problem before you can make a call.

Work anywhere, support everywhere. Our in-region ProSupport engineers are ready to help with onsite service the next business day whether you’re in the office or around the globe, any time of day.

Through rain, sleet or snow...really! Our 6 Global Command Centers ensure parts and labor get to you through any weather, natural disaster, traffic or crisis.

One call fixes it all. Don’t get caught in a multi-vendor loop. ProSupport offers hardware and software support and assistance with third-party suppliers.

Up to 6x faster time to resolution of hard drive issues

Up to 16 fewer steps in the resolution process than the competition

Can pay for itself with a single incident
ProSupport for PCs

The most complete support package in the industry

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<td>Quick resolution of existing issues</td>
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<td>24x7 direct access to in-region ProSupport engineers</td>
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<td>Onsite service the next business day</td>
<td>We come to you for repairs both in the office and on the go</td>
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<td>Hardware and software support</td>
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<td>Automatic case creation</td>
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ProSupport with SupportAssist frees your time

Proactive resolution with less customer effort

ProSupport with SupportAssist reduces time to hard drive resolution by up to 84%.

Removing risks for your business

SupportAssist uses industry-standard precautions to protect system state information and ensure its security.

- Information is encrypted with 256 bit and transferred securely using SSL protocol
- Only system state info is used for troubleshooting
- Dell hosts system state info in a secure data center with a variety of security measures

To learn more, contact your Dell sales representative or visit Dell.com/ProSupportSuiteforPCs