ProSupport Suite
for PCs and Tablets
Shift from maintenance to innovation
Complete support for evolving businesses

Keeping PCs and tablets up and running is becoming more challenging all the time. Growing mobile workforces, device proliferation, budget constraints and the pressure to do more with less makes it harder than ever to keep employees productive.

Allocating resources to strategic planning and initiatives is critical to long term success, but most IT departments spend 80% of their time on routine maintenance and support instead of innovation — a fact that hasn’t changed in years.¹

Success requires you to balance:

80% vs. 20%

Day to day operations

- Handling routine support and maintenance
- Rolling out the next refresh
- Managing end point security

Innovation

- Progressing the project backlog
- Advancing the IT vision
- Collaborating with business partners

The more we rely on technology every day, everywhere — from complex, mission critical data center systems to office PCs and mobile devices — the more you need the right support. Dell has been delivering proactive, automated support in the data center for years and now we are extending this capability to PCs and tablets.

Our support shifts the right amount of support to the experts at Dell — freeing you to conquer the next innovation for your organization.

The ProSupport Suite delivers experts, insights and ease.
Experts
Focus on business outcomes while Dell experts reduce complexity
- 24,000+ support engineers in over 160 countries with broad and deep expertise
- 8,700+ certifications in industry-leading hardware, software and solutions
- Access to consistent, single-source expertise for hardware and software

Insights
Improve performance and stability with deep insights and intelligent data
- Predictive analysis for issue prevention and optimization enabled by SupportAssist
- Personalized relationship with a dedicated Technical Account Manager with deep knowledge of your business and environment
- Monthly support history and contract renewal reporting

Ease
Increase productivity by shifting tasks to Dell’s always accessible support teams
- 24x7x365 phone support in 55 languages with next business day onsite service
- Collaborative support agreements with over 195 3rd party vendors
- Automated case creation with notification
- Easy, self-service online portal, mobile application and APIs with TechDirect to manage support requests and dispatch parts
ProSupport Suite for PCs and Tablets
Support designed to help you do more

Work Uninterrupted

ProSupport Plus
- Proactive issue resolution and prevention
- Priority access to ProSupport engineers
- Repair accidentally damaged devices and keep hard drive after replacement
- Dedicated Technical Account Manager

ProSupport Flex
- Dedicated Technical Account Manager
- Direct access to ProSupport engineers
- Flexible field support
- Flexible parts dispatch

ProSupport
- 24x7 direct access to ProSupport engineers
- Full support for hardware and common software
- Next business day onsite service
- Collaborative assistance for 3rd party software and peripherals

Experts
Insights
Ease

Choose the right service from the ProSupport Suite for your organization today and let our experts, insights and ease prepare you for tomorrow.
You need support beyond hardware and want anytime access to advanced technology experts for your hardware and software issues. ProSupport delivers fast response with highly trained engineers available around the clock and around the globe to quickly resolve your issues, so you can maintain a high level of productivity and minimize disruption.

Choose ProSupport for:
- Direct access to ProSupport engineers 24x7x365 around the globe
- Next business day onsite parts and labor response
- Monitoring of field service events through our 5 Command Centers across the globe
- Single source support for hardware and most common 3rd party software applications issues

“Our small staff doesn’t have time to deal with multiple vendors. But with Dell ProSupport, when we have an issue, we can call one person at Dell who helps us with every part of our infrastructure. You can’t beat that. Dell always has a solution for my problems, whether it’s laptops, servers, storage or networking.”

Jerry Arnone
Director of Technology
Holy Cross School

“You can’t over-estimate the importance of support because our tablet devices play a key role in our company. It’s a major advantage that Dell ProSupport can exchange tablet devices in a short period of time – the next business day in fact – if there’s an issue. It helps sales staff keep on top of their game.”

Martin Vögeli
Head of IT
Nahrin AG
ProSupport Plus
Complete support with minimal effort

ProSupport Plus is the only complete support service that combines priority access to expert support, accidental damage repair, and proactive monitoring for automatic issue prevention and resolution.

It is designed to provide maximum support with minimal effort for you. As the first premium service for PCs and tablets that automates support, ProSupport Plus prevents issues before they occur and quickly resolve issues when they do.

Everything you need to support PCs and tablets is included in ProSupport Plus. Rely on priority access to technology experts and breakthrough tools to keep your employees productive and reduce the time IT spends on maintenance and support.

Choose ProSupport Plus for:
• Priority access to ProSupport engineers 24x7x365 to quickly resolve hardware and software issues
• Predictive analysis for issue prevention and optimization enabled by SupportAssist™
• Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist™
• Power to manage all your asset alerts from a single portal with Tech Direct or tools you already use like Microsoft SCOM, Remedy, KACE and OpenManage Essential™
• System repair after a drop, spill or surge to protect your investment
• Hard drive retention after replacement to help secure your data
• Dedicated Technical Account Manager, a single point of contact for issue resolution and monthly reporting
Benefits:
+ Resolve issues quickly with ProSupport engineers
+ Increase productivity with proactive, automated support
+ Avoid downtime with failure prevention
+ Protect your investment with coverage for accidents
+ Secure your data with hard drive retention

Experts
- Priority access to ProSupport engineers
- Dedicated Technical Account Manager
- Collaborative support

Insights
- Proactive issue detection
- Predictive failure prevention
- Monthly history and contract reporting

Ease
- Automated case creation with notification
- Repair for drops, spills and surges
- Retain hard drive after replacement

ProSupport Plus with SupportAssist significantly reduced time to resolve a failed hard drive with:

Up to 91% less time to resolution

Up to 72% fewer steps in the support process

The most complete support service for PCs and tablets
ProSupport Flex
Scalable support to complement your IT capabilities

ProSupport Flex is ideal for self-maintaining customers with a large number of PCs and tablets and robust internal IT capabilities. It is built on standard Dell ProSupport components that leverage our global scale and with building blocks that you can assemble for your needs.

Choose ProSupport Flex for:
- Dedicated Technical Account Manager to act as your personal Dell expert
- Priority access to ProSupport engineers 24x7x365 to quickly resolve hardware and software issues
- Expedited issue resolution through automated and self-service tools
- Scheduled onsite service delivered by support technicians expertly trained on client products
- Parts replacement options that work with your current processes and capabilities

“There’s a massive advantage in having a Technical Account Manager (TAM) to work with. You’re dealing with one person, who is committed to your business requirements. Our TAM understands that we can’t afford downtime and works proactively within Dell on our behalf.”

Bernd Kuhlen
System Administrator
WetterOnline
As demand for self-support, peer-support and automated support continues to rise, so has our commitment and investment in these areas. With goals of minimizing customer effort and streamlining support, we have developed tools and technologies to improve the way you engage with Dell for maximum uptime and performance.

With years of experience proactively monitoring datacenters, Dell is now bringing proactive and predictive automated support to PCs and tablets.

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics
- Predictive failure analysis and notification with case creation
- Manage all your asset alerts from a single portal with TechDirect

TechDirect is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

“We could spend up to 20 minutes raising tickets through the hotline, but it takes our Dell-certified personnel just 2 minutes using the Dell TechDirect online tool. It saves us a lot of time and boosts staff productivity.”

Martin Wiehe
Head of Site Management
Host Europe, Germany
Choose the right support for you

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The Dell Difference

Organizations all over the world are being asked to do more with less. Doing more means you need a support strategy that ensures your systems are available and issues are prevented or addressed before turning costly. When problems do strike, you need a trusted partner to help you get back up fast. Every minute of every day in over 160 countries, we wake up with a passion to deliver just that. With the experts, insights and ease of the ProSupport Suite for PCs and tablets, you’ll have the choice to select the right options for your business and will always be prepared to support what’s next.
Go to Dell.com/ProSupportPlus for more information or contact your Dell sales representative.

2 SupportAssist is only available on Windows 7, 8 8.1 and 10. Not available on Windows RT, Android or Google Chrome. Predictive support available for hard drive and batteries.
3 Technical Account Manager available for customers with 500 or more ProSupport Plus Systems.
4 Onsite service not available on Chromebook 11 A35 and Venue 7, 8, and 8 Pro tablets.
5 Hard drive retention is not available on Chromebook or Venue tablets, except the Venue 11 Pro.
7 ProSupport Flex: Customers must have at least 5,000 PCs and tablets assets.

Availability varies by country. To learn more, customers and Dell Channel Partners should contact their Dell sales representative for more information.
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ProSupport Enterprise Suite
Support that accelerates your IT transformation
Comprehensive support for complex environments

The enterprise landscape is changing rapidly, and the pressure to introduce new technologies into your organization while efficiently maintaining existing servers, storage and networking has never been greater. Big Data, virtualization, application modernization, modular infrastructure and cloud computing can result in substantial benefits, but they require an even higher level of expertise. A complex environment means complex processes — and more potential problems. The more you depend on technology, the more important it is to have the right support.

To find time to focus on your business objectives and stay competitive, you need to manage:
- Maintenance costs
- Workload availability
- Multiple hardware and software vendors
- Automated proactive and predictive technologies

Today’s complex environments require true enterprise-class support.

Proactive insights from Dell EMC

You’re looking for efficiency. Most IT departments spend 80% of their time on routine maintenance and support instead of innovation — a fact that hasn’t changed in years. With the right support solution, Dell EMC can help shift more of your focus to where it should be — on your business.

When you’re working with multiple vendors to keep your servers, storage and networking up and running, things get difficult very quickly.

With the ProSupport Enterprise Suite, you can get the most out of your investment with the support expertise and insights Dell EMC is known for across the globe. The ProSupport Enterprise Suite doesn’t just extend your IT team. It enables you to resolve IT questions and problems in less time.

The ProSupport Enterprise Suite offers:
- Flexibility to choose support based on criticality of specific systems and the complexity of your environment
- A central point of accountability for all your hardware and software issues
- Broad, deep cross-domain experience that goes beyond a single piece of hardware
- Predictive, automated tools and innovative technology
- Consistent experience regardless of where you’re located or what language you speak

“Dell proactively monitors our network and our devices, and they give us a much better response time compared to other providers, thanks to Dell ProSupport.”

— Biju Samuel, Director of IT, Cardlytics, United States


2Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.
Why Dell EMC?

Smarter strategies for smarter support.

A strategy that allows you to fearlessly adopt new technology gives you freedom to focus on your business. Having the same enterprise-class support from Dell EMC on all of your platforms, brands and solutions across your infrastructure gives you that freedom.

As managing technology gets harder, Dell EMC support is getting smarter.

Focus on your business while Dell EMC experts reduce IT complexity.

- 55,000+ Dell EMC & partner professionals
- 10,000+ certifications in industry-leading hardware, software and solutions
- Deep knowledge of complex, emerging technologies and multivendor environments
- Collaborative assistance with 3rd party technology vendors

Improve performance and stability with deep insight and intelligent data.

- SupportAssist and Secure Remote Services (ESRS) automated monitoring and predictive* analysis for issue prevention and optimization
- Personalized relationship with a designated Technology Service Manager with deep knowledge of your business and environment
- Six Command Centers** to proactively monitor field service events
- Twelve Centers of Excellence and Joint Solution Centers deliver in-house collaboration leveraging our alliances with leading application providers

Increase productivity with always accessible tailored support.

- Support offered in 160+ countries and 50+ languages
- 24x7*** phone, chat, email and social media support
- Consistent single-source support across hardware and software
- 94% customer satisfaction for Dell EMC Support & Deployment services

*SupportAssist predictive analysis failure detection includes server hard drives and backplanes. ESRS enables predictive capabilities and failure detection for enterprise storage, networking and converged infrastructure.

**Command Centers monitor only Dell-branded products.

***Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.
Enterprise-class support realized.

Built on a foundation of experts, insights and customer ease, our ProSupport Enterprise Suite has the enterprise-class support your organization needs. Select the service that aligns with the criticality of your systems, complexity of your environment and how you allocate your IT resources.

**ProSupport Enterprise Suite**

**Technology Service Manager:**
Your designated Dell EMC support advocate.
- Highly skilled service account management expert who understands the specific IT needs and objectives of your business
- Central point of contact to facilitate service management and escalation resolution
- Personalized recommendations based on your environment, best practices and support trends across all of our customers to help improve productivity and stability

**Command Centers**:
Proactive monitoring of field service events across the globe.
- Real-time dispatch monitoring efficiently routes engineers and service parts to your site to speed problem resolution
- Proactive planning and ongoing communication during major events to preempt anything that may affect rapid response
- Crisis management for critical situations ranging from natural disasters to power outages or virus attacks to mobilize and route emergency resources

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“We get mini-storage reports every week, plus our monthly conference calls to review everything in detail. I’ve even received text messages. This is why Dell EMC Storage is the standard for Intuit’s data warehouse workloads. It’s a no-brainer.”
— Alex Lancaster, Data Engineering Manager, Intuit, United States

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*ProSupport One is available for legacy Dell-warranted products only.

**Command Centers monitor only Dell-branded products.**
You need unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. Dell EMC offers a single source with the expertise, know-how and capabilities to make supporting your IT easier.

When you choose ProSupport*, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport helps you minimize disruptions and maintain a high level of productivity.

When you choose ProSupport, you’ll get:

- 24x7x365 access to certified hardware and software experts
- Collaborative support with 3rd party vendors
- Hypervisor, Operating Environment Software and OS support
- Consistent level of support available for Dell EMC hardware, software and solutions
- Onsite parts and labor response options including next business day or four-hour mission critical

“If there’s a problem, each vendor blames the other. We have one point of contact with Dell, and we know that Dell will work with us to fix whatever comes up.”

— Chris Hele,
Senior Technical Support Officer,
North Norfolk District Council, United Kingdom

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.
ProSupport One for Data Center

Large data centers are complex and unique. That’s why you need a support solution that complements your internal resources and can evolve to fit your changing technology landscape.

ProSupport One for Data Center* offers flexible site-wide support for hyperscale data centers with more than 1,000 assets. This offering is built on standard ProSupport components that leverage our global scale but are tailored to your company’s needs. While not for everyone, it offers a truly unique solution for Dell EMC’s biggest customers with the most complex environments.

When you choose ProSupport One for Data Center, you’ll get:

- Enterprise-wide support that covers your entire data center
- Designated service account management expert with remote, on-site, part-time and full-time options
- Designated ProSupport One technical and field engineers who are trained on your environment and configurations
- Flexible on-site support and parts options that fit your operational model
- A tailored support plan and training for your operations staff

“We appreciate everything about the offering: the service, flexibility, collaboration and quality of hardware.”

— Jürgen Hausmann,
CEO, EVISCO, Germany

ProSupport Plus

Critical workloads and applications require constant availability and the systems supporting them need more than break/fix support – they need proactive and predictive measures to get ahead of problems before they happen.

ProSupport Plus proactively improves the performance and stability of your critical systems through automated support, analytics and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also helps you get ahead of problems before they happen. You’ll have the freedom to adopt complex technologies with confidence, knowing Dell EMC has the expertise and insight to help you be more productive and focus on your goals.

When you choose ProSupport Plus, you’ll get:

- A designated Technology Service Manager who knows your business and your environment
- Access to senior ProSupport Plus engineers for faster issue resolution
- Personalized, preventive recommendations based on analysis of support trends and best practices from across the Dell EMC customer base to reduce support issues and improve performance
- Predictive analysis for issue prevention and optimization enabled by SupportAssist and Secure Remote Service
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist and Secure Remote Services
- Support that extends up to seven years*

“We’ve found that Dell support is excellent. We like the proactivity that has helped identify potential issues before they become problems.”

— Chris Westwell,
IT Technical Specialist,
Blackpool Teaching Hospitals,
United Kingdom

ProSupport Plus with SupportAssist significantly reduces IT effort:*5

Up to 90% less IT effort to resolve issues5

*Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

5Based on Sep 2015 Principled Technologies Test Report commissioned by Dell EMC. Actual results will vary. Read full report.

*ProSupport One is available for legacy Dell-warranted products only.
Tools and technologies that power your support experience

As demand for self-support, peer collaboration and automated support options rise, we continue to invest in and expand these technologies. With a goal of enhancing support and minimizing customer effort along the way, we have developed a portfolio of proactive, predictive tools and technologies that put you in control, drive productivity, avoid issues and improve the wellness of your IT environment.

Get connected
SupportAssist and Secure Remote Services (ESRS)
Avoid issues and get faster resolution with automated proactive and predictive support. Leave manual routines behind with remote monitoring, automated issue detection and case creation, and remote resolution.

Get insight
MyService360
Gain insight, take action and save time managing your support experience and improving the health of your global environment with personalized, data-driven dashboards.

TechDirect
Boost productivity with this flexible, time-saving portal that streamlines support and makes it easy to manage technology, train staff and support your systems.

*MyService360 and ESRS are available for legacy EMC-warranted products. SupportAssist and TechDirect are available for legacy Dell-warranted products.

** SupportAssist predictive analysis failure detection includes server hard drives and backplanes. ESRS enables predictive capabilities and failure detection for enterprise storage, networking and converged infrastructure.

"Using Dell SupportAssist is a no-brainer for us. There are issues that could come up where the tool can notify us ahead of time, and that will be a huge benefit for us."
— Service King Collision Repair Centers, United States

"Besides simplifying day-to-day support, the MyService360 dashboard will help us make good business decisions about our future. It’s very cool!"
— Open Line, B.V., Netherlands
The right support for you

Enterprise Support Services

Feature Comparison

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*Next Business Day option available only on applicable legacy Dell products.

Availability and terms of Dell EMC Services vary by region and by product. For more information, contact your Dell EMC sales representative.

The Dell EMC difference

World-class companies all over the globe trust us to support their Dell EMC and multivendor enterprise systems efficiently and keep them running all day, every day. That’s a responsibility that Dell EMC is proud to have — and proud to do well.

Improve performance and stability of critical systems, increase productivity and reduce downtime. With the experts, insights, and ease you get from the ProSupport Enterprise Suite, you’ll always be prepared for whatever comes next — no matter what.