

PCs and tablets support services



Feature comparison

	Base Warranty	ProSupport	ProSupport Plus
Technical support access	Business hours	24x7	24x7
Hardware repair service delivery ¹	Varies	Onsite	Onsite
Self-service case management and parts dispatch through TechDirect	✓	✓	✓
Direct access to in-region ProSupport engineers		✓	Priority Access
Single resource for software and hardware expertise		✓	✓
Command center monitoring and crisis management		✓	✓
Software support with collaborative 3rd party assistance		✓	✓
Case Management API for helpdesk integration		✓	✓
Automated issue detection, notification and case creation by SupportAssist ²		✓	✓
Predictive issue detection for failure prevention by SupportAssist ²			✓
Accidental damage repair for drops, spills and surges			✓
Retention of hard drive after replacement ³			✓
Dedicated Technical Account Manager ⁴			✓
Monthly support history and contract reporting ⁴			✓

ProSupport Plus with SupportAssist significantly reduces IT effort to resolve problems:⁵

- Up to 58% fewer steps in the support process
- Up to 84% less time on the phone with tech support

ProSupport Plus for PCs and tablets 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 helps ensure PCs and tablets are running smoothly so your partners can focus on what's important.

For product details go to:
Dell.com/ProSupportPlus and
Dell.com/SupportAssist to get started



¹ Venue 7, 8, 8Pro, 10 and Chromebook A35 are not field serviceable and therefore would not be eligible for onsite support

² SupportAssist is not available on Chromebook or Venue tablets, except the Venue 11 Pro.

³ Keep Your Hard Drive is not available on Chromebook or Venue tablets, except the Venue 11 Pro.

⁴ Available for customers with 1000 or more ProSupport Plus Systems.

⁵ Based on Nov 2014 Principled Technologies Test Report commissioned by Dell. Actual results will vary. Full report can be found at dell.com/prosupportplus. SupportAssist not available on Venue 7 and 8 tablets.

Dell Enterprise Support Services

	Basic Warranty	ProSupport	ProSupport Plus
Technical support through tools, online, chat and phone	Business Hours	24x7	24x7
Service delivery for hardware repair	Next Business Day	Next Business Day or Mission Critical	Next Business Day or Mission Critical
Self-service case management & parts dispatch through TechDirect	✓	✓	✓
Remote monitoring by SupportAssist		✓	✓
Automated issue detection and notification by SupportAssist		✓	✓
Dispatch monitoring and crisis management		✓	✓
Escalation Management		✓	✓
Hypervisor and OS support		✓	✓
Collaborative 3 rd party assistance		✓	✓
Support for up to 7 years		✓	✓
Automated case creation for issue resolution by SupportAssist		✓	✓
Case Management API for helpdesk integration		✓	✓
Direct access to elite ProSupport engineers			✓
Dedicated Technical Account Manager			✓
Monthly health check and performance recommendations			✓
Monthly contract renewal and support history reporting			✓
System maintenance (as needed)			✓

