

ProSupport Plus

Complete support with minimal effort



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

*Available for customers with 1000 or more ProSupport Plus Systems

Key features of ProSupport Plus for PCs and tablets

1 Priority access to ProSupport engineers

2 Proactive and predictive, automated support with SupportAssist

3 Protect your investment with coverage for accidents

4 Retain hard drive after replacement

5 Dedicated Technical Account Manager

- Immediate advanced troubleshooting from an expert engineer to reduce downtime
- Deep and broad expertise on hardware and software to enable comprehensive issue resolution
- Utilizes system state data from SupportAssist to gain in-depth knowledge and resolve the issue

“Another benefit from ProSupport Plus is that we receive remote assistance and we have had a case where a Dell engineer quickly resolved an issue remotely.”

Zhou Yi, General IT Manager, Beijing Hollysys



Key features of ProSupport Plus for PCs and tablets

1

Priority access to ProSupport engineers

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Proactive and predictive, automated support with SupportAssist¹

3

Protect your investment with coverage for accidents

4

Retain hard drive after replacement

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Dedicated Technical Account Manager

- Remote monitoring and automatic case creation
- Automated collection of system state data and diagnostics
- Predictive failure analysis and notification with case creation
- Improves productivity with accelerated issue resolution

"We're maximizing the return on our Dell investments while minimizing downtime through the proactive and preventative maintenance provided by Dell ProSupport Plus. The service is highly professional and 100 percent customer focused."

*Wenyan Lu, General Manager, Cloud Technology Services,
BesTV New Media*

¹ Restrictions on some Venue tablets and Chromebooks ([see details](#)). Predictive analysis Initially available on batteries and hard drives.



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Dedicated Technical Account Manager

- Repair for drops, spills and electrical surges
- Reduce out-of-pocket expenses for unexpected repairs
- Get users back to business quickly and efficiently

"Students get great-quality machines at competitive prices with Dell. In addition, they get support for the four years they are with us with Accidental Damage coverage built in, so they know that their investment with Dell is protected for the whole of their degree."

Bill Anderson, Chief Information Officer, Saint Michael's College



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- You control your hard drive and sensitive data
- Protects exposure of confidential data or IP
- Helps you comply with privacy regulations and internal policies

“Retaining their hard drive allows customers greater security and control over data on a failed hard drive that helps a an organization comply with privacy regulations and mitigate the risk of having to send failed drives back to Dell.”

Michael Johnson, TAM Services Team Lead, Dell

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5 Dedicated Technical Account Manager¹

- Highly skilled technical advisor who understands your business
- Single point of contact to facilitate account management and escalation resolution
- Personalized reporting and recommendations based on your environment, industry best practices, support trends and your warranty status'

"There's a massive advantage in having a Technical Account Manager (TAM) to work with. Our TAM understands that we can't afford downtime and works proactively within Dell on our behalf. I have a greater feeling of security due to Dell ProSupport Plus. It's a good investment."

Bernd Kuhlen, System Administrator, WetterOnline

¹ Available for customers with 1000 or more ProSupport Plus Systems.



PCs and Tablets support services

Feature comparison

	Base Warranty	ProSupport	ProSupport Plus
Technical support through phone, chat and online	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 3 rd 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			✓

¹ Onsite not available on some Venue, Chromebook and Rugged Latitude products

² SupportAssist only available on Windows based products; predictive technology available on hard drives and batteries

³ Hard drive retention not available on Chromebook or Venue tablets except the Venue 11 Pro

⁴ Available for customers with 1,000 or more ProSupport Plus Systems

