



Dell ProSupport Plus

The most complete support service for PCs and tablets



Everything you need to support PCs and tablets

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 tablets¹ that automates support, ProSupport Plus prevents issues before they occur and quickly resolve issues when they do.

Choose ProSupport Plus:

- Priority access to ProSupport engineers 24x7x365 to quickly resolve hardware and software issues
- Predictive analysis for issue prevention and optimization enabled by SupportAssist³
- Proactive monitoring, issue detection, notification and automated case creation for accelerated issue resolution enabled by SupportAssist
- System repair after a drop, spill or surge to protect your investment
- Hard drive retention after replacement to help secure your data¹
- Dedicated Technical Account Manager, a single point of contact for issue resolution and monthly reporting⁴

Up to
84%

less time on
the phone with
ProSupport Plus

Up to
58%

fewer steps in
the support
process

ProSupport Plus with
SupportAssist significantly
reduces IT effort.²

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

SupportAssist

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

SupportAssist provides:

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics
- Predictive failure analysis and notification with case creation

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.

For more information, please contact your Dell representative or visit Dell.com/ProSupportPlus.com

¹ SupportAssist features not available on Venue 7 and 8 tablets; hard drive retention and onsite service not available on Venue 7, 8, and 8 Pro tablets.

² Based on Nov 2014 Principled Technologies Test Report commissioned by Dell. Actual results will vary. Full report: <http://facts.pt/14dh1gl>

³ Predictive support available for hard drives and batteries

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

