



# 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<sup>4</sup>
- Collaborative support

## Insights

- Proactive issue detection
- Predictive failure prevention
- Monthly history and contract reporting<sup>4</sup>

## Ease

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

# PCs and tablets support services



## Feature comparison

	Base Warranty	ProSupport	ProSupport Plus
Technical support access	Business hours	24x7	24x7
Hardware repair service delivery <sup>1</sup>	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 <sup>2</sup>		✓	✓
Predictive issue detection for failure prevention by SupportAssist <sup>2</sup>			✓
Accidental damage repair for drops, spills and surges			✓
Retention of hard drive after replacement <sup>3</sup>			✓
Dedicated Technical Account Manager <sup>4</sup>			✓
Monthly support history and contract reporting <sup>4</sup>			✓

**ProSupport Plus with SupportAssist significantly reduces IT effort to resolve problems.<sup>5</sup>**

- 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.

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

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

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

<sup>4</sup> Available for customers with 1000 or more ProSupport Plus Systems.

<sup>5</sup> Based on Nov 2014 Principled Technologies Test Report commissioned by Dell. Actual results will vary. Full report can be found at [dell.com/prosupportplus](http://dell.com/prosupportplus). SupportAssist not available on Venue 7 and 8 tablets.

For product details go to:

**[Dell.com/ProSupportPlus](http://Dell.com/ProSupportPlus) and [Dell.com/SupportAssist](http://Dell.com/SupportAssist) to get started**