Dell Services

Dell ProSupport™

Improve productivity and optimize resources with efficient, flexible, and reliable support
Shift your resources from maintenance to momentum

Decrease technical incidents and downtime
Your IT infrastructure is configured to meet your organization’s specific needs and objectives, but your unique environment can be costly, risky, and time-consuming to support. Help minimize disruptions and maintain a high level of productivity with Dell ProSupport™ — a suite of support services that you can customize to align with your organization’s unique and ever-evolving IT and business requirements.

Address the technology challenges you face today
Easily adjust speed and type of support to address specific scenarios for every IT element, from users and devices to applications and data centers. With Dell ProSupport, you can protect your investments through a simple yet flexible approach which includes:

- Proactive problem avoidance, remote monitoring, and self-support features help to maximize productivity
- A single point of accountability to troubleshoot hardware and software solutions
- Tailored parts and labor service levels, including next-business-day to two-hour rapid response from traditional tech support to Dell Online Self Dispatch for certified IT professionals
- Expertise in specialized applications and technology, such as virtualization, systems management, and Microsoft® Windows® 7
- Global command centers that track parts and labor around the clock
- A designated Dell professional to assess your IT environment, build a custom support plan, and manage your critical needs

A new level of focused efficiency with a wide range of support services

Dell ProSupport for IT
Tech-to-tech support designed for IT professionals
As the first line of engagement for your employees, your IT staff faces many challenges. Some incidents require expert level tech-to-tech support to quickly diagnose and resolve the problem while others just need the fastest possible parts dispatch without your internal resources getting bogged down repeating basic troubleshooting processes they’ve already completed. Dell ProSupport for IT enables you to satisfy the needs of your internal customers while freeing up your time to focus on more strategic IT initiatives. Dell ProSupport for IT provides:

- 24x7 phone and remote access to Dell certified experts
- The ability to bypass scripted phone troubleshooting and instantly dispatch parts or labor using one international portal with Dell Online Self Dispatch certification
- Single point of contact for escalation management with customer-defined severity levels and the option to choose Mission-Critical or Enterprise-Wide Contract Support
- Global Command Centers to manage critical situations, monitor all mission-critical onsite dispatches, and provide proactive crisis management during events such as natural disasters
- Collaborative support for select third-party hardware and software vendors
- Next business day onsite service after remote diagnosis with options for same-day available²

“Dell ProSupport provides a simplified support arrangement with a single, reliable point of contact. In any kind of anomaly we’ve run into, having a single point of contact with Dell support has been worth our while. You can’t ask for more than that.”
- IT Manager
Intelligence Community

Dell’s award-winning support can reduce business downtime by as much as 22 percent.¹

¹Dell ProSupport provides a simplified support arrangement with a single, reliable point of contact. In any kind of anomaly we’ve run into, having a single point of contact with Dell support has been worth our while. You can’t ask for more than that.”

²Dell’s award-winning support can reduce business downtime by as much as 22 percent.¹
**Dell ProSupport for End Users**

24x7 support for organizations with limited or no IT staff

Sometimes the biggest IT challenge is not having the staff needed to support your systems 24 hours a day. Dell ProSupport for End Users combines advice for getting started, “how-to” support, and software application assistance from senior level technicians. When you engage with Dell, you know your support needs are being resolved while you focus on higher level business needs. Dell ProSupport for End Users provides:

- 24x7 phone and online support
- “How-to” support and advice on getting started with standard applications, including Norton AntiVirus™, Microsoft® Office, Microsoft® Small Business Server, Intuit QuickBooks®, Adobe® Photoshop®, Adobe® Acrobat®, and more
- Collaborative support for select third-party hardware and software vendors
- Single point of contact for escalation management with customer-defined severity levels
- Global Command Centers to manage critical situations, monitor all onsite dispatches, and provide proactive crisis management during events such as natural disasters
- Assistance with configuring simple wired and wireless networks
- Next business day onsite service after remote diagnosis

**Speed of Response Options**

Choose from a set of service levels that best meet your needs for issue resolution speed from desktop to data center.

**Mission-Critical.** When it is essential to avoid unplanned downtime and reduce recovery time through priority response, count on Dell’s most rapid resolution option — Mission-Critical. Self-identify up front the severity level and response time you need to get your business up-and-running in minutes, not hours or days. Dell’s Mission-Critical support option offers:

- 2-hour or 4-hour onsite service to get you back up-and-running fast
- Scheduled situation updates and an assigned escalation manager who helps keep you informed every step of the way
- Simultaneous phone and onsite troubleshooting to assist with emergency dispatch
- Priority production to expedite units for critical issues (availability varies; offered as best effort)
- Storage fault monitoring for identifying and correcting potential issues before they occur

**Same-Day Response / 4-Hour Onsite Service After Remote Diagnosis.** If you are dependent upon your Dell systems for time-sensitive operations or critical business functions, same-day onsite response is an ideal option. After phone-based troubleshooting, a Dell-trained technician can be onsite within four hours to help resolve the issue.

- 4-hour and 8-hour onsite parts and labor

“Dell has provided the best support we’ve received from any hardware manufacturer through Dell ProSupport. We have Dell equipment spread out all over the country — more than any other brand — and we always get what we need, when we need it. I can’t compare Dell support to anyone else, because Dell just blows them all away.”

- IT Manager
  Intelligence Community

“...When I have had a question about configuration, I’ve been able to get on the phone with Dell ProSupport and have somebody remote into our systems and fix the issue quickly. For our mission-critical applications and data that reside on these storage units, we need to be able to have quick resolution to any issues that might arise.”

- Josh Merlin
  Network Administrator, Alibris
  April 2009
Protection Options
Select from a range of services that help protect your global assets and data.

**Asset Protection.** Dell’s Asset Protection support services can provide additional security for your IT assets through repair or replacement of damaged systems and extended battery service.

- **Accidental Damage Protection.** Dell will repair or replace your laptops if they are accidentally damaged from drops, liquid spills, or electrical surges.³
- **Extended Battery Service.** Extends option to replace a failed battery into years two and three of product ownership. Dell will dispose of the old battery in an environmentally friendly method.

**Data Protection.** Safeguard your data with a variety of offers that best suit your circumstance. Help protect your valuable and sensitive data by retaining your old hard drive and feel assured your information can be securely disposed of in the event of a hard drive failure.

- **Keep Your Hard Drive.** Allows you to maintain control over your sensitive data by retaining your hard drive while it is covered by Dell’s limited hardware warranty.⁴
- **Hard Drive Data Recovery.** Provides the ability to recover data from a failed hard drive.
- **Certified Data Destruction.** In the event of a hard drive failure, Dell can completely erase the hard drive, provide certification of data deletion, and then safely dispose of it. This can help you confidently meet compliance requirements.

Proactive Options
Support services should be more than just a break-fix. It’s about preventing problems so you can anticipate, identify, and correct issues before they occur.

**Proactive Maintenance.** Help reduce unplanned downtime and optimize stability with scheduled assessments, streamlined patch management, detailed reporting, and more.

- **Proactively Identify and Resolve Potential Issues**
  - Assessment performed and reviewed with you
  - Identification of most current applicable updates and recommendation of BIOS, driver, and firmware updates
- **Streamline Processes to Improve Stability**
  - Application of customer-approved patches and system updates
  - Detailed initial assessment and recommendations
  - Customer-selected remediation with 24/7 scheduling

**Remote Advisory Options.** Designed to support your specialized applications and solutions by providing telephone access to technical expertise on topics such as virtualization, Microsoft® Exchange Server, systems management, storage technology, and virus/spyware remediation.

- **Comprehensive Support**
  - Installation, configuration, and remote consultation for virtualization, Microsoft® Exchange, systems management, Backup, Recovery and Archiving (BURA), storage technology, and Virus/Spyware remediation
  - Pricing is per incident or via annual contract
  - Pre-scheduled phone and internet support available
- **Convenient Expert Assistance**
  - Remote consultation on topics ranging from VMware consolidated backup to SQL migrations
  - Remote installation services available with options from SQL installation to Symantec deployment

"Our Dell ProSupport Senior IT Professional has really focused on our needs and provided a personal touch that made a world of difference. He’s bailed us out in a lot of situations. We’re very thankful for that relationship."

- IT Manager
  Intelligence Community

"Dell has transformed our technical support. Previously we struggled to get issues resolved, which on average took two days. Dell manages this within 20 minutes. My team is far more proactive now."

- Petrie van der Westhuizen
  Manager of Technical Specialists,
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Enterprise-Wide Contract

Ideal for more complex IT environments, the Enterprise-wide contract includes a designated Senior IT Professional, performance benchmarking, proactive planning, and custom reporting to help you maximize uptime and performance.

- **“Go To” Resource**
  - Access to a designated ITIL certified Senior IT Professional for driving support plan goals and operational efficiencies
  - Delivery reporting and analysis of detailed trending metrics

- **Environment Assessment and Support Plan**
  - Maximize uptime with an enterprise-wide assessment of people, process, and technology
  - Workload optimization with Quality Improvement & Risk Reduction Assessment

Specialized Onsite Support Options

Choose the best option to augment your daily IT management or tap into specific technical expertise for critical projects.

Dell can provide: Onsite Senior IT Professional, Onsite IT Professional, Onsite Service Engineer, Scheduled Onsite Service, Onsite Diagnostics Service, and Onsite Parts Management Service.

- **In-person Support Specific to Your Needs.** Speed resolution and avoid phone-based troubleshooting with a Dell Onsite Services Engineer to perform hardware troubleshooting, repair, and reporting tasks. *(offer varies by country)*

- **Fast Problem Resolution.** Just call and Dell will dispatch a highly skilled technician to provide Onsite Diagnosis and Troubleshooting. Plus, you can minimize parts dispatch delivery times with Dell-managed Onsite Parts Management Service.

- **Staff Augmentation.** Improve support management with a dedicated Dell Senior IT Professional to work onsite, providing a single point of contact to manage incidents.

Remote support features for Dell servers with proactive systems management

A more efficient and personalized experience

Dell’s Proactive Systems Management is a web-based application that enables transparent visibility to your Dell server infrastructure, proactively identifies hardware failures, and monitors warranty status through a secure, portal view of your IT environment. The new remote support features are available for no additional charge based on the level of your Dell ProSupport service contract.

Quickly deploy this technology yourself with expert assistance from Dell technical support at no charge by going to dell.com/proactive and selecting “Get Started Now.” Or, if you would like Dell to take care of everything, a fee-based remote installation option is also available.

"The value of the support we received from Dell under our ProSupport Enterprise-wide Contract was immeasurable. They assigned us a dedicated Senior IT Professional who not only responded to our specific requests, but proactively worked to head off problems before the command was even aware of them.”

- A ranking officer in a branch of the U.S. military
New server features available with Dell ProSupport for IT and ProSupport for End Users

**ASSET VISIBILITY AND REPORTING:** Reduce Complexity with a Single Portal

Deploying Proactive Systems Management provides a single view of your Dell servers, their service contract status and hardware faults with reporting options to help you manage your server environment. Once connected, Dell will enable visibility to most Dell servers within your IT environment with reporting features to quickly enable service and support actions. For customers who choose Enterprise-Wide Contract service, non-Dell servers will be displayed as well.

**HARDWARE MONITORING AND ALERTING:** Increase Efficiency

The days of manual hardware failure identification and reactive responses are over. When a hardware failure occurs on a Dell server, Dell’s Proactive Systems Management system will notify you within five minutes. Take advantage of Dell’s support expertise to monitor only alerts that will result in a tech support call, resulting in less distraction by low impact alerts. Faster awareness and issue resolution empowers quicker recovery so you can utilize your IT resources for more strategic objectives.

**AUTOMATED DIAGNOSTICS:** Detect and Diagnose for Faster Recovery

Upon a server hardware fault, Dell’s Proactive Systems Management technology can immediately send diagnostics to Dell to speed root cause analysis, facilitating faster and more accurate remediation. Providing detection and diagnosis allows your IT administrators to resolve tickets faster and streamline troubleshooting with Dell.

**WARRANTY TRACKING AND EXPIRATION NOTIFICATIONS:** Avoid Surprises and Reduce Administrative Costs

You can now avoid the administrative time involved with manually tracking the age of your Dell server service contracts. Avoid surprises with customizable notices on service contracts near expiration. You can view your service contract data by service tag, system type, expiration date, speed of response, and other criteria via the online portal. You can even choose the cadence of expiration notifications with reminders to renew those contracts if you so choose.

*Additional feature available with Mission-Critical or Enterprise-Wide Contract*

**Auto-Support Case:** Accelerate Resolution with Proactive Communication Costs

Once a hardware fault is detected, a support case will be created at Dell and also communicated to you via email and your online portal. A Dell technical support expert will then contact you to begin resolving the issue. A root cause driven support case with proactive communication from Dell allows you to bypass standard troubleshooting and can shorten downtime.
### Which Options Are Best for You?

Customize your support experience based on the critical factors that define your IT environment: **Speed of Response, Protection, and Proactive Support**, or a combination of all three. Dell ProSupport service options are designed to support the specific needs associated with your unique environment.

### Dell ProSupport

Build the support model that’s right for your organization.

#### CHOOSE A SERVICE MODEL

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<tbody>
<tr>
<td>1</td>
<td>Do you have an internal IT staff?</td>
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<tr>
<td>Y</td>
<td>You need Dell ProSupport for IT</td>
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<tr>
<td>N</td>
<td>You need Dell ProSupport for End Users</td>
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#### CHOOSE A SPEED OF RESPONSE

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<td>2</td>
<td>Is downtime costly to your business? Are your systems running mission-critical applications?</td>
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<tr>
<td>Y</td>
<td>You need the Mission-Critical or Same-Day Response Option</td>
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<tr>
<td>N</td>
<td>Dell ProSupport offers Next Business Day Onsite Service after Remote Diagnosis</td>
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#### CHOOSE SUPPORT OPTIONS TO FIT YOUR NEEDS

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<tr>
<td>3</td>
<td>If you need hardware monitoring and warranty tracking for your Dell Servers</td>
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<tr>
<td></td>
<td>You need remote support with Proactive System Management</td>
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<td></td>
<td>• Asset Visibility and Reporting</td>
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<td>• Warranty Tracking and Expiration Notifications</td>
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<td>• Hardware Monitoring and Alerting</td>
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<td>• Automated Diagnostics</td>
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<td>• Auto-Support Case</td>
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<td>If data security is paramount to your business</td>
<td>You need Data Protection</td>
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<td>• Hard Drive Data Recovery</td>
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<td>• Certified Data Destruction</td>
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<td></td>
<td>• Keep Your Hard Drive</td>
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<td>If patch updates are taking up crucial time necessary for more strategic projects</td>
<td>You need the Protective Maintenance Option</td>
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<td></td>
<td>• Automated patch updates</td>
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<td></td>
<td>• Upgrades for server shortage</td>
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<td>If you have specialized applications in your environment or are looking to implement a new solution</td>
<td>You need the Remote Advisory Services or technical expertise</td>
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<td></td>
<td>• Microsoft® Exchange</td>
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<td>• Virtualization</td>
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<td>• Virus/Spyware Remediation</td>
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<td></td>
<td>• And more</td>
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<tr>
<td>If your complex IT environment requires dedicated support and proactive planning</td>
<td>You need the Enterprise-Wide Contract Option</td>
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<td></td>
<td>• Strategic IT planning</td>
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<td>• Custom Reporting</td>
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<td></td>
<td>• Designated Senior IT Professional</td>
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<td>If your IT environment requires individualized onsite service options</td>
<td>You can select from a host of Specialized Onsite Services</td>
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<td></td>
<td>• Onsite Senior IT Professional</td>
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<td>• Scheduled Onsite Service</td>
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<td>• Onsite Diagnostics Service</td>
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<td>• Onsite Parts Management Service</td>
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Dell Basic Hardware Service

Delivers hardware repair and replacement services as needed

While the Dell Basic Service level is a good start to maintain your equipment, most organizations benefit from additional levels of support to protect their IT investment and maximize productivity. For optimal value, choose configurable options from the Dell ProSupport suite of comprehensive professional services. Compare the additional features of ProSupport that help make your support model more efficient.

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<tr>
<th>Features</th>
<th>Dell ProSupport</th>
<th>Dell Basic Hardware Service</th>
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<tbody>
<tr>
<td>Hardware Technical Support</td>
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<td>Business Hours Support</td>
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<td>Online Parts Ordering</td>
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<tr>
<td>Next Business Day Parts &amp; Onsite Response*</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Return for Repair Services**</td>
<td>●</td>
<td>●</td>
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<tr>
<td>Software / Collaborative Support</td>
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<tr>
<td>24x7 Support</td>
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<tr>
<td>Mission-Critical &amp; Same Day Parts &amp; Onsite Response</td>
<td>●</td>
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<tr>
<td>Specialized Onsite Options</td>
<td>●</td>
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<td>Asset &amp; Data Protection Options</td>
<td>●</td>
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<td>Proactive Maintenance &amp; Advisory Service Options</td>
<td>●</td>
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<tr>
<td>Optimized Support Delivery via Partner / Dell Collaboration</td>
<td>●</td>
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<tr>
<td>Remote Support Features with Proactive Systems Management***</td>
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</tbody>
</table>

*Basic Hardware Support does not include an onsite technician to replace parts designated as Mandatory Customer Replaceable Parts

*Availability may vary by region/location and product. Please contact your Dell sales or support representative for additional details.

**Asset Visibility and Reporting is available for Basic customers with the purchase of one Dell ProSupport service contract on a Dell server.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

World Class Reliability

At Dell, we take support seriously and deliver reliable support services that range from parts replacement to emergency response — all of which helps our customers experience maximum uptime.

- 2005 and 2007 winner of the SSPA Mission Critical Support Award
- Dell can help you reduce technical incidents by as much as 11 percent and business downtime by as much as 22 percent1
- Global Command Centers and Expert Centers around the world

1Based on internal assessment of cases reported by select Dell U.S. customers compiled from January 2004 through September 2008.

2Technician and/or part dispatched, if necessary, following completion of phone/online diagnosis. Availability varies. See dell.com/servicedescriptions for details.

3Accidental damage service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell. See dell.com/servicedescriptions for details.

4For a copy of the Limited Hardware Warranty, write Dell USA, L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit dell.com/warranty.