DELL PROSUPPORT ENTERPRISE-WIDE CONTRACT

Proactive planning and reporting to help you maximize uptime and performance

DEEP SUPPORT RELATIONSHIP FOR YOUR COMPLEX IT ENVIRONMENT

The more complex your IT infrastructure the more you require a proactive support partnership focused on simplifying your environment to help ensure maximum uptime and increased IT productivity. Dell's Enterprise-Wide Contract is the most comprehensive proactive option under the Dell ProSupport portfolio. With a designated Service Delivery Manager, proactive planning and reporting, this option helps you maximize uptime and performance.

PROACTIVE PROBLEM AVOIDANCE

The Enterprise-Wide Contract starts when your designated Service Delivery Manager (SDM) provides an Onboarding Assessment, which evaluates your operational support processes and identifies opportunities for improvement right up front. Then your SDM will provide a customized proactive support plan based on your service goals and deliver personalized reporting to help ensure that all recommended improvements are paying-off in increased uptime. Proactive consultations help avoid common technical challenges, and monthly reports track open incidents, define trends, help identify gaps in best practices and recommend improvements.

YOUR OWN "GO TO" RESOURCE

With the Enterprise-Wide Contract, you gain a designated resource who can manage incidents 24x7, coordinate resources and stay fully engaged until your incident is resolved. This single point of contact takes ownership of your case and can access Dell's renowned tools and processes to help resolve problems, route spare parts and direct expert technicians to your site as needed.

OPERATIONS PERFORMANCE BENCHMARKING

You can gain unprecedented visibility into your IT operations with this exclusive feature. Innovative methodologies give you the power to benchmark your IT performance against a variety of internal and external peers, including companies in your industry. In turn, you gain a mechanism that monitors which sites are overperforming or underperforming, helping you to identify best practices and improve overall performance.

GLOBAL COMMAND CENTER REAL-TIME TRACKING WINDOW

Dell has created a real-time, web-based tool that brings the Global Command Center to you. Using satellite-mapping technology, Dell is able to visually monitor incidents around the world, stocking locations, weather and traffic patterns. Enterprise-Wide Contract customers can go online to monitor the real-time position and status of every open dispatch they are experiencing around the world.

Dell's Enterprise-Wide Contract can help reduce technical incidents in your environment by 37%.[1]

KEY FEATURES OF THE ENTERPRISE-WIDE CONTRACT

- **Designated Service Delivery Manager (SDM)** – Provides a primary point of contact for driving support plan goals and operational coordination related to all of your Dell services (including delivery, consulting, training and more).
- **Onboarding Support Assessment** – An initial assessment of your operational support processes that results in a baseline plan for custom support with recommendations on other services to help further simplify and reduce the cost of supporting your IT infrastructure.
- **Comprehensive Planning** – Your Service Delivery Manager develops and maintains custom support plan that includes your specific service goals, escalation contacts, custom support procedures and more.
- **Real-Time Tracking Window** – Dell's Enterprise Command Center comes to you via a web-based tool that allows you to track the real-time position and status of every open incident you are experiencing around the world, without having to pick up the phone.
- **Operational Performance Benchmarking** – A suite of innovative tools and processes to help provide benchmarking of critical IT metrics to historical results across internal and external peers. This adds insight that can help you spot trouble and assist with evolving and maximizing your operations for the future.
- **Detailed Reporting** – A monthly detailed report package related to support incidents and trends.
- **Monthly Management Reviews** – Monthly reviews set up by your Dell Service Delivery Mangager to review reports and progress to goals as outlined in your support plan (includes at least two onsite reviews per year).

CUSTOMIZE YOUR DELL PROSUPPORT SOLUTION

Dell ProSupport starts with the Dell ProSupport for IT service model designed for IT professionals like you. Dell ProSupport for IT provides:

- 24x7 Direct access to Dell Expert Centers
- Fast-track dispatch for Dell-certified technicians
- Escalation management through Dell's Global Command Centers

To further customize your Dell ProSupport solution, select one or more of the following Dell ProSupport Options that are designed to fit the way you use your technology.

CUSTOMER NEED	OPTION	DESCRIPTION
Speed of Response	**Specialized Onsite Service[2] Options**	Allows you to augment your daily IT management or tap into specific technical expertise for critical projects when needed. Options include: • Onsite Parts Management • Onsite Personnel • Onsite Diagnosis and Troubleshooting
	Mission Critical Option	Perfect for server and storage environments where avoiding unplanned downtime and reducing recovery time through priority response are a must.
Protection	**CompleteCare Accidental Damage Service[3]**	Repairs or replaces accidentally damaged systems.
	CompleteCare Theft Cover[4]	Provides a replacement system, as appropriate, in the event of theft of your Dell notebook.
	Computrace Theft Recovery Service[5]	Helps track and recover stolen notebooks and remotely deletes sensitive data.
	Keep Your Hard Drive[6]	Enables you to control your sensitive data by retaining your hard drive.
Premium Proactive	**Proactive Maintenance Option**	Maximizes the availability and stability of your infrastructure proactively. The package includes a detailed system assessment and implementation of driver or firmware updates and upgrades for your server or storage systems.
	Remote Advisory Options	Provides telephone access to technical expertise for specialized applications and solutions such as Microsoft Exchange, Virtualization, and more.

SIMPLIFY YOUR IT MANAGEMENT AT EMEA.DELL.COM/ProSupport

[1] Based on an internal study of Severity 1 resolution time for Dell customers using Mission Critical support and TAMs, bypass of basic troubleshooting and reporting options compared to other service levels. August 2007.
[2] May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See dell.com/servicecontracts for details.
[3] CompleteCare 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. For complete details, visit www.euro.dell.com/service-descriptions
[4] CompleteCare is not available as an upgrade for existing systems. CompleteCare operates during normal business hours. CompleteCare is underwritten by LGI (London General Insurance)
[5] Your contract for Computrace® theft recovery service will be with Absolute Software Corporation, and is subject to the terms and conditions at http://www.absolute.com/solutions-theft-recovery.asp
[6] The defective hard drive must still be covered by the hardware limited warranty. For a copy of the Limited Warranty, write Dell USA, L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit htm http://www.dell.com/warranty.
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