

# DELL PROSUPPORT FOR END-USERS



## 24X7 Support Designed for Organizations with Limited or No IT Staff

### TECHNICAL SUPPORT ISN'T JUST FOR TECHIES

Sometimes the biggest IT challenge is not having an IT staff or internal expertise to support your systems 24 hours a day. Sure, you need support when a hardware issue arises, but your support needs don't stop there. What can really slow down your productivity is how-to questions on software applications. You don't have the time or resources to focus on each end-user's IT problems. You need a support solution that enables you to focus on your business while knowing that your employees' technology needs are being taken care of... even without a techie on staff.

### SUPPORT DESIGNED WITH YOU IN MIND, FOR PEACE OF MIND

Dell ProSupport for End-Users is designed for organizations with limited or no dedicated IT staff. Your employees receive 24x7 direct break-fix hardware support plus "how-to" support on popular software applications. When productivity is key to the success of your organization, you need to know that your employees can find the help they need to perform their everyday tasks efficiently. And when every technical issue is business critical, you need to know you have 24x7 access to Dell Expert Centers for immediate phone troubleshooting and problem resolution. Dell ProSupport for End-Users provides that peace of mind.

### THE HELP YOU NEED TO MAXIMIZE PRODUCTIVITY

Dell ProSupport for End-Users provides the how-to help and getting started advice your employees need to stay productive in their daily activities. Your employees have 24x7 phone or online access to:

- **Virus and Spyware help** – Assistance with common software applications that provide virus and spyware removal such as Norton and McAfee AntiVirus.
- **Application Assistance** – Assistance with common software applications such as Microsoft Office, Microsoft Small Business Server, Intuit QuickBooks, Adobe Photoshop and Adobe Acrobat.
- **Getting Started Advice** – Remote configuration or set up assistance associated with simple networks (both wired and wireless).
- **Remote Assistance** – When available and with your consent, a Dell technician can even remotely access your computer to help find and resolve the problem at hand.

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Dell technical support staff have found that the majority of technical support issues end-users face are related to application installation and how-to questions.

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## BACKED BY DELL GLOBAL COMMAND CENTERS

Dell Global Command Centers are located across the globe to help meet your critical IT needs with prompt, comprehensive resolutions to solve even the most complex problems. Based on the crisis management best practices of process centers such as NASA, Dell Global Command Centers use industry-leading, real-time technologies to speed problem resolution, efficiently route parts and direct expert technicians to your site, even during a natural disaster.

## ADDITIONAL FEATURES OF DELL PROSUPPORT FOR END-USERS

- **Collaborative Support for Hardware and Software** – If a system problem is determined to be a third-party vendor issue, Dell will collaborate with select hardware and software vendors to resolve the issue until the incident is closed.
- **24x7 Expert Center Phone and Online support** – Around the clock access to certified hardware and software specialists with case management capabilities, meaning you get to avoid having to repeat troubleshooting steps.
- **Next Business Day Onsite Service<sup>1</sup>** – Delivery and installation of parts onsite.
- **Escalation Management** – Dell enables you to set the severity level of your incidents and then provides a single point of contact for incident management, escalation and status.

## DELL PROSUPPORT OPTIONS AVAILABLE

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	<b>Specialized Onsite Service<sup>1</sup> Options</b>	Allows you to augment your daily IT management or tap into specific technical expertise for critical projects when needed. Options include: <ul style="list-style-type: none"> <li>• Onsite Parts Management</li> <li>• Onsite Personnel</li> <li>• Onsite Diagnosis and Troubleshooting</li> </ul>
	<b>Mission Critical Option</b>	Perfect for server and storage environments where avoiding unplanned downtime and reducing recovery time through priority response are a must.
	<b>Same-Day Onsite Service<sup>1</sup></b>	After phone-based troubleshooting, provides a Dell-trained technician onsite within 4 hours of problem determination (depending on location).
Protection	<b>CompleteCare Accidental Damage Service<sup>2</sup></b>	Repairs or replaces accidentally damaged systems.
	<b>CompleteCare Theft Cover<sup>3</sup></b>	Provides a replacement system, as appropriate, in the event of theft of your Dell notebook.
	<b>Computrace Theft Recovery Service<sup>4</sup></b>	Helps track and recover stolen notebooks and remotely deletes sensitive data.
	<b>Keep Your Hard Drive<sup>5</sup></b>	Enables you to control your sensitive data by retaining your hard drive.
Premium Proactive	<b>Proactive Maintenance Option</b>	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.
	<b>Remote Advisory Options</b>	Provides telephone access to technical expertise for specialized applications and solutions such as Microsoft Exchange, Virtualization, and more.

## HAVE AN IT STAFF?

If you have an IT staff, the Dell ProSupport for IT service model is ideal. Designed for IT professionals, Dell ProSupport for IT provides:

- 7x24 Direct access to Dell Expert Centers
- Fast-track dispatch for Dell-certified technicians
- Escalation management through Dell's Global Command Centers

SIMPLIFY YOUR IT MANAGEMENT AT [EMEA.DELL.COM/ProSupport](http://EMEA.DELL.COM/ProSupport)



<sup>1</sup> May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See [dell.com/servicecontracts](http://dell.com/servicecontracts) for details.  
<sup>2</sup> 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](http://www.euro.dell.com/service-descriptions)  
<sup>3</sup> CompleteCare is not available as an upgrade for existing systems. CompleteCare operates during normal business hours. CompleteCare is underwritten by LGI (London General Insurance)  
<sup>4</sup> 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>  
<sup>5</sup> 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 <http://www.dell.com/warranty>.  
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