

# DELL PROSUPPORT FOR IT



## Tech-to-Tech Support with Fast-Track Dispatch

### **SUPPORT SHOULDN'T GET IN THE WAY**

As the first line of engagement for all of your employees, your IT staff faces a range of challenges that can make just meeting internal SLAs difficult, not to mention getting to the more strategic projects on your plate. Add to that the time and resources it takes to manage multiple software vendors to resolve application issues, and the last thing you need is to spend valuable time repeating basic troubleshooting when a hardware issue arises. Simply put, you need to be able to quickly, efficiently and seamlessly resolve technical issues. Your support solution should aid in that endeavor, not get in the way of it.

### **SUPPORT DESIGNED FOR IT PROFESSIONALS**

Dell ProSupport for IT is designed to provide tech-to-tech support for IT Professionals, Database Administrators and internal Service Desks or helpdesks – that means it's designed for experts like you. Features such as Fast-Track Dispatch, direct access to Dell Expert Centers, and customer-controlled severity levels were designed with your specific challenges in mind. With Dell ProSupport for IT, you are treated like the expert you are – allowing you to satisfy the needs of your internal customers while also freeing up your time to focus on strategic IT projects.

### **GET HELP WHEN YOU NEED IT. SKIP IT WHEN YOU DON'T.**

Some incidents require expert level tech-to-tech support to quickly diagnose and resolve problems with you, while others just need the fastest possible parts dispatch without your internal resources getting bogged down repeating basic troubleshooting processes they've already completed. Through Dell ProSupport for IT, you and your IT staff can receive Dell training and certification in order to qualify for Fast-Track Dispatch, where you can skip basic troubleshooting and quickly and easily dispatch parts and/or labor when you already know what the issue is. And for times when you need help identifying and resolving an issue, you can rely on 24x7x365 access to Dell Expert Centers and next-business-day onsite service<sup>1</sup> when necessary.

### **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 updates. For issues with critical impact to your daily operations, you can rely on immediate phone-based troubleshooting and timely escalation management intervention. When Dell ProSupport for IT is combined with the Dell ProSupport Mission Critical Option, an onsite technician will be dispatched simultaneously to phone-based troubleshooting for severity level 1 issues.

## 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 IT

- **IT Professional Technical Training and Certification** – Access to online Dell forums for IT administrators and in-depth support certification classes for specific product lines.
- **Integrated Coverage of Your Entire Dell Environment** – Provides a seamless support experience across all Dell hardware and software platforms without transferring between multiple support queues.
- **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.

## 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>Enterprise-Wide Contract</b>                           | Provides a deep support relationship and is ideally suited for more complex IT environments. Includes a designated Service Delivery Manager, proactive planning and reporting to help you maximize uptime and performance.  |
|                   | <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.   |

<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 LIG (London General Insurance)  
<sup>4</sup> Your contract for Computrace<sup>®</sup> 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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SIMPLIFY YOUR IT MANAGEMENT AT [EURO.DELL.COM/ProSupport](http://EURO.DELL.COM/ProSupport)

