



SUPPORT TAILORED TO YOU AND YOUR ENVIRONMENT SIMPLE, FLEXIBLE AND RELIABLE

IMPROVE PRODUCTIVITY AND OPTIMIZE IT RESOURCES
ACCELERATE RESOLUTION WITH PROACTIVE COMMUNICATION
DECREASE TECHNICAL INCIDENTS AND DOWNTIME

DELL PROSUPPORT SERVICES



INTRODUCTION

It's time for a different approach to IT support. One where you are in charge. Where the options are comprehensive but easy to understand. Where the support models are custom-built to meet your specific needs. Where problems can be prevented before they occur.

Dell ProSupport provides all this and more. Breaking the mold of traditional IT support, Dell ProSupport is a 100% configurable suite of professional support services which can simplify your operations, from desktop to data center.

Dell ProSupport is designed to rapidly respond to your needs, protect your investment and sensitive data, and provide proactive support services to help reduce risk, cost, and complexity in your environment.

DELL PROSUPPORT SERVICES

ONE SIZE DOES NOT FIT ALL

Build a support model based on how you use technology and where you want to allocate your IT resources - options tailored for organizations with full, limited, or no IT staff.

PROSUPPORT FOR END USERS

For organizations with limited to no IT staff, get the help you need so you can focus on your business.

PROSUPPORT FOR IT

A means to reliable and efficient resolution with tech-to-tech support and the ability to self-diagnose and self-dispatch parts & labor.

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

BUILDING YOUR DELL PROSUPPORT MODEL

Dell ProSupport breaks the "one size fits all" model—you choose exactly what your organization needs. First, select a service model based on how you use technology and who you want to support: Dell ProSupport for IT or Dell ProSupport for End-Users.

PROSUPPORT FOR IT

DELL PROSUPPORT FOR IT

Skip the script - reliable and efficient issue resolution

Your IT staff faces a wide range of challenges each day. Some require expert tech-to-tech support while others just need the fastest possible parts dispatch. With Dell ProSupport for IT, you are treated like the expert you are. IT professionals have access to advanced tech-to-tech phone and remote support and are empowered to resolve everyday incidents with express access to self dispatch parts and labor, cutting time to resolution.

DELL ProSupport for IT provides:

- 24x7 phone & remote access to Dell certified experts
- Opportunity to become certified for Dell Online Self Dispatch, enabling you to bypass scripted phone troubleshooting and instantly dispatch parts or labor using one international portal
- Single point of contact for escalation management with customer-defined severity levels and the option to choose Mission Critical Support or Enterprise-Wide Contract
- Global Command Centers to manage critical situations, monitor all mission-critical onsite dispatches, and provide proactive crisis management during events like natural disasters
- Collaborative support for select third-party hardware and software vendors
- Next Business Day Onsite Service after Remote Diagnosis²

100% CONFIGURABLE

Dell ProSupport enables you to build a support model based on who you are, how you use technology, and where you want to allocate your IT resources. Choose from:

- Distinct support models for IT and business professionals
- Comprehensive support model that addresses everyday IT challenges, protecting your assets and data to unplanned downtime

WORLD-CLASS RELIABILITY

At Dell, we take support seriously and deliver reliable support services that range from parts replacements to emergency response, helping 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%¹ and business downtime by as much as 22%¹
- Global Command Centers and Expert Centers around the world

NEW REMOTE SUPPORT FEATURES FOR DELL SERVERS WITH PROACTIVE SYSTEMS MANAGEMENT

For IT staffs that value efficient resolution with asset and warranty tracking, hardware fault monitoring and proactive communication, Proactive Systems Management can easily be deployed for most Dell PowerEdge servers covered by Dell ProSupport for IT.

- Efficient and optimized operating expenses with Hardware Monitoring and Alerting
- Automated Diagnostics to detect and diagnose for fast recovery
- Accurate warranty status with customizable Warranty Expiration Notifications
- Reduced complexity with a single warranty tracking and hardware monitoring portal

Learn about a more efficient and personalized support experience at: www.Dell.com/Proactive.

"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%¹

PROSUPPORT FOR END-USERS

DELL PROSUPPORT FOR END-USERS

24x7 support for organizations with limited or no IT staff

Sometimes the biggest IT challenge is not having the necessary staff 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 enable you to focus on your business knowing your support needs are being resolved.

DELL PROSUPPORT FOR END-USERS PROVIDES:

- 24x7 phone and online support
- “How-to” support and advice on getting started with applications including Norton AntiVirus,™ Microsoft® Office, Microsoft® Small Business Server, Intuit QuickBooks®, Adobe® Photoshop®, and Adobe® Acrobat®
- 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 like natural disasters
- Assistance with configuring simple wired and wireless networks
- Next Business Day Onsite Service after Remote Diagnosis²

CUSTOMIZE YOUR SUPPORT EXPERIENCE BASED ON THE CRITICAL FACTORS THAT DEFINE YOUR IT ENVIRONMENT: Speed of Response, Protection, Proactive Support, or a combination of all three. Dell ProSupport options are designed to support the specific needs that come with mobile, mission-critical, or other unique environments.

NEW REMOTE SUPPORT FEATURES FOR DELL SERVERS WITH PROACTIVE SYSTEMS MANAGEMENT

Proactive Systems Management on your Dell servers allows you to bypass standard troubleshooting, recovery quickly from downtime, receive reminders for warranties near expiration. All these new features are included with your Dell ProSupport for End-Users services contract at no additional charge.

- Efficiency and reduced operating expenses with Hardware Monitoring and Alerting
- Automated Diagnostics to detect and diagnose for fast recovery
- Accurate warranty status with customizable Warranty Expiration Notifications
- Reduced complexity with a single warranty tracking and hardware monitoring portal

Learn about a more efficient and personalized support experience at: www.Dell.com/Proactive.

“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

PROSUPPORT OPTIONS

SPEED OF RESPONSE OPTIONS

Choose from a set of services that best meets your needs for issue resolution, such as priority response from desktop to data center.

MISSION CRITICAL

Dell's most rapid resolution option – self-identify the severity level and response time you need to get your business up and running in minutes, not hours or days. When it is essential to avoid unplanned downtime and reduce recovery time through priority response, count on 2- or 4-hour Onsite Service after Remote Diagnosis² with 6-hour repair service. This option includes emergency dispatch, ongoing situation updates, problem replication in Dell's simulation labs, and hardware fault monitoring.

The only Severity Level 1 support from Dell

- Self-identify severity levels
- 2, 4 or 8 hour onsite parts and/or labor dispatch, available 24x7x365*

Proven critical situation management

- A Dell Escalation Manager is assigned to your escalation
- Dell's end-to-end CritSit process helps ensure expert resources are mobilized to get you back up and running fast
- Emergency Dispatch for simultaneous phone and onsite troubleshooting to assist with Severity 1 situations
- Priority Production** to expedite units for critical issues

SAME DAY RESPONSE / 4-HOUR ONSITE SERVICE AFTER REMOTE DIAGNOSIS

After phone-based troubleshooting, a Dell-trained technician can be onsite within four hours to help resolve the issue.

- 4 hour & 8 hour Onsite Parts & Labor

NEW FOR MISSION CRITICAL - REMOTE SUPPORT FEATURES FOR DELL SERVERS WITH PROACTIVE SYSTEMS MANAGEMENT

Spend less time troubleshooting and permit Dell to monitor and send alert notifications for your Mission Critical Dell servers. Utilize Dell's new Phone Home capability to generate support cases with predetermined failure analysis so you can see eye-to-eye with Dell technical support when a hardware failure occurs.

- All new remote support features for ProSupport IT and ProSupport End-Users
- Accelerated resolution with new Phone Home feature Auto-Support Case

Learn about a more efficient and personalized support experience at: www.Dell.com/Proactive.

“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

*Availability varies

**Availability varies, priority production is offered as best effort.

PROSUPPORT OPTIONS

PROTECTION OPTIONS

Select from a range of services that help protect your data and assets no matter where you are in the world.

ASSET PROTECTION

Repair or replace damaged systems and extend your battery service – Dell's Asset Protection can provide additional security for your IT assets.

Accidental Damage Protection

Protection With Accidental Damage Protection³, Dell will repair or replace your laptops if they are accidentally damaged from drops, liquid spills, or electrical surges.

Extended Battery Service

Extends option to replace a failed battery into years 2 and 3 of product ownership. Dell will dispose of the old battery in an environmentally safe method.

DATA PROTECTION

Safeguard your data with a variety of offers that 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

Enables 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 the hard drive. This can help you confidently meet compliance requirements.

"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

PROSUPPORT OPTIONS

PROACTIVE OPTIONS

Dell believes that support should be more than break-fix—it's about preventing problems before they happen. Dell ProSupport offers several options to help you do just that.

PROACTIVE MAINTENANCE

Proactively maximizes the availability and stability of your infrastructure. Includes a detailed system assessment and implementation of driver or firmware updates and upgrades for your server or storage systems.

Proactively identify and optionally resolve potential issues

- Analysis of hardware, firmware, bios, and drivers
- Identification of most current applicable updates
- Delivery of updates

Streamline processes for improved 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

"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, Media24

PROSUPPORT OPTIONS

ENTERPRISE-WIDE CONTRACT

Provides a deep support relationship and is ideally suited for more complex IT environments. Includes a designated Senior IT Professional, performance benchmarking, proactive planning, and custom reporting to help you maximize uptime and performance—and, ultimately, reduce costs.

NEW REMOTE SUPPORT FEATURES FOR DELL SERVERS WITH PROACTIVE SYSTEMS MANAGEMENT

Use a single online portal to track all your hardware assets, even your non-Dell systems. Auto-Support Cases will also be visible to you within 5 minutes of a hardware failure. Dell technical support has created a list of only the most critical hardware faults so you can focus on the big issues.

- All new remote support features for ProSupport IT
- Accelerated resolution with new Phone Home feature Auto-Support Case
- Asset Visibility and Reporting for your Dell and non-Dell assets via your online portal

Learn about a more efficient and personalized support experience at: www.Dell.com/Proactive.

“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

Maximize uptime with an environment assessment and support plan

- Environment-wide assessment: people, process & technology
- Workload optimization with Quality Improvement & Risk Reduction Assessment

SPECIALIZED ONSITE SERVICE² OPTIONS

A robust selection of onsite options that enable you to augment your daily IT management or tap into specific technical expertise for critical projects: Onsite Senior IT Professional, Onsite IT Professional, Onsite Service Engineer, Scheduled Onsite Service, Onsite Diagnosis Service, and Onsite Parts Management Service.

In-person support specific to your needs

- Speed resolution and avoid phone-based troubleshooting with a Dell Onsite Service Engineer
- Dell can provide an onsite technician to perform hardware troubleshooting, repair, and reporting tasks*

Fast problem resolution

- Just call and Dell will dispatch a highly skilled technician to provide Onsite Diagnosis and Troubleshooting
- Minimize part dispatch and delivery times with Dell-managed Onsite Parts Management Service

Staff augmentation

- Improve support management with a dedicated Dell Senior IT Professional to work onsite
- Manage incidents with a single point of contact with a Dell Onsite IT Professional

“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**

PROSUPPORT SERVICES

REMOTE SUPPORT FEATURES FOR SERVERS WITH PROACTIVE SYSTEMS MANAGEMENT

A MORE EFFICIENT AND PERSONALIZED EXPERIENCE

Dell's Proactive Systems Management is a Web-based application which 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. This technology enables our new Dell ProSupport enhancements, which are available for most Dell PowerEdge servers at no additional charge. Deploying this technology is quick and easy. Dell's new Phone Home capabilities will reduce burdened operating costs within your support model and allow you to:

- Reduce complexity with a single warranty and hardware inventory portal
- Gain efficiency and optimize operational expenses with Hardware Monitoring and Alerting
- Leverage Automated Diagnostics to detect and diagnose for fast recovery
- Accelerate resolution with new Phone Home feature Auto-Support Case
- Avoid surprises and admin costs with Warranty Expiration Notifications

NEW REMOTE FEATURES DELIVERED VIA PROACTIVE SYSTEMS MANAGEMENT

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 www.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.

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 your 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 5 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 Admin 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 the 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

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 the expiration notifications with reminders to renew those contracts if you so choose.

Dell's goal is to help you learn about your IT environment faster and make actionable, proactive decisions to maintain business productivity and reduce your support costs. Discover more about Dell's newest remote support technology at www.Dell.com/Proactive.

PROSUPPORT SERVICES

YOU'RE IN CHARGE

- Globally consistent support portfolio to ensure the same level of support no matter where you are in the world
- Consistent support across your entire IT environment—desktops, notebooks, servers, and storage
- A choice of whom you need to support: IT professionals/helpdesks or end-users
- Dell Online Self Dispatch can speed resolution and reduce time on the phone
- A tailored support experience that addresses everyday IT challenges, from protecting your assets and data, to unplanned downtime
- Remote support features which enable faster time to resolution and greater visibility to hardware performance and warranty coverage

DELL PROSUPPORT

BUILD THE SUPPORT MODEL THAT'S RIGHT FOR YOUR ORGANIZATION

1 CHOOSE A SERVICE MODEL Do you have an internal IT staff?

Y You need Dell ProSupport for IT

N You need Dell ProSupport for End-Users

2 CHOOSE A SPEED OF RESPONSE Is downtime costly to your business? Are your systems running mission-critical applications?

Y You need the Mission Critical option or Same-Day Response

N Dell ProSupport offers Next Business Day Onsite Service after Remote Diagnosis²

3 CHOOSE SUPPORT OPTIONS TO FIT YOUR NEEDS

If you need hardware monitoring and warranty tracking for your Dell servers:

You need remote support with Proactive Systems Management

- Asset Visibility and Reporting
- Warranty Tracking and Expiration Notifications
- Hardware Monitoring and Alerting
- Automated Diagnostics
- Auto-Support Case

If data security is paramount to your business:

You need Data Protection:

- Hard Drive Data Recovery
- Certified Data Destruction
- Keep Your Hard Drive

If patch updates are taking up critical time to focus on more strategic projects:

You need the Proactive Maintenance Option for automated patch updates and upgrades for servers and storage

If you have specialized applications in your environment or are looking to implement a new solution:

You need Remote Advisory Services for technical expertise on:

- Microsoft® Exchange
- Virtualization
- Virus/Spyware Remediation
- And more

If your complex IT environment requires dedicated support and proactive planning:

You need the Enterprise-Wide Contract Option for strategic IT planning, custom reporting and a designated Senior IT Professional

If your IT environment requires individualized onsite service options

You can select from a host of Specialized Onsite Services:

- Onsite Senior IT Professional,
- Onsite IT Professional,
- Onsite Service Engineer,
- Scheduled Onsite Service,
- Onsite Diagnosis Service,
- and Onsite Parts Management Service

Dell's Basic Service delivers hardware repair and replacement. For optimal value, choose Dell ProSupport for a 100% configurable suite of comprehensive professional services designed to simplify and optimize your IT environment based on your organizations' requirements. See the additional features of ProSupport that help make your support model more efficient.

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

*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.

Contact your Dell representative to select the best ProSupport model for your company's needs.



GETTING STARTED WITH **DELL PROSUPPORT** **SERVICES**

Contact your Dell representative to select the best ProSupport model for your company's needs.

DELL PROSUPPORT SERVICES



SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/PROSUPPORT

Stock #: 3200073

Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/service-descriptions

© 2009 Dell, Inc. Microsoft, Windows, Outlook, and Active Directory are registered trademarks of Microsoft Corporation in the United States and other countries. Trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Specifications are correct at date of publication but are subject to availability or change without notice at any time. Dell and its affiliates cannot be responsible for errors or omissions in typography or photography. Dell's Terms and Conditions of Sales and Service apply and are available on request. Dell service offerings do not affect consumer's statutory rights.

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

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

³ Accidental 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. For complete details, visit www.dell.com/service-descriptions.

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