



















**xBYTE**  
TECHNOLOGIES

## Simplifying IT from Your Dell Experts.

-  Dell New, Current Generation Recertified, to Legacy Hardware
-  OEM Certified Engineers & Solutions Architects to Assist
-  Extended Warranties through xByte ServAssist
-  Stocking Vendor of Dell Recertified Servers, Storage, Parts, & Networking
-  Custom Builds by OEM Certified Technicians
-  Utilize Dell Deployment Services for one point of contact
-  Stocking Vendor of All Major Networking Brands
-  Co-Deploy & Onsite Options Available
-  Co-term warranties across all the systems in your datacenter
-  HCI Solutions including Dell VxRail & Microsoft Azure Stack
-  Financing available through xByte Capital and DFS
-  ISO 9001, 14001, and 45001 and R2v3 Certified for ITAD Services
-  Quick Turnaround Time - as Soon as Next Business Day
-  Cloud Hosting & Management through xByte Cloud
-  Live Optics Testing and Assessment Tools Available
-  Global Shipping via FedEx, UPS, DHL or Customer's Courier\*
-  Managed Services through xByte Solutions
-  Rental hardware available for proof of concept

## Get the same warranty options\*\* as if buying direct from Dell

Features	Basic	ProSupport	ProSupport Plus
Remote Technical Support	9x5	24x7	24x7
Covered Products	Hardware	Hardware & Software	Hardware & Software
Onsite Hardware Support	Next Business Day (NBD)	NBD or 4hr Mission Critical	NBD or 4hr Mission Critical
Automated Issue Detection & Case Creation		✓	✓
Self-service Case Initiation & Management		✓	✓
Access to Software Updates		✓	✓
Priority Access to Specialized Support Experts			✓
3rd Party Software Support			✓
Assigned Technology Service Manager			✓
Personalized Assessments & Recommendations			✓
Semiannual Systems Maintenance			✓

\* We ship to the Americas, Europe, Africa, Asia and Australia (exceptions may include, but not limited to, the following countries: Crimea, Cuba, Iran, Democratic People's Republic of Korea (North Korea), Sudan, Syria, or any other country subject to restriction under applicable U.S. laws and regulations) and can serve as your broker for all Canadian shipments (International shipping costs and duties/taxes on quotes/orders, and we'll handle customs processing for the smoothest transaction possible). All service tags are transferrable within their respective countries. Need help? You are able to receive Dell Support within your region. \*\* Availability and terms of Dell EMC Services vary by region and by products.