

# Time for Innovation



There is nothing small about small business. We get it.

## Dell ProSupport for PCs

We know you have a business to run and no time for IT issues. With ProSupport, Dell is proactively monitoring issues so they can be fixed quickly. We're in this together.



**It's a safe bet, we'll call you first!** Proactive alerts and automatic case creation allow Dell to start working on the problem before you can make a call.



**Work anywhere, support everywhere.** Our in-region ProSupport engineers are ready to help with onsite service the next business day<sup>2</sup> whether you're in the office or around the globe, any time of day.



**Through rain, sleet or snow...really!** Our 6 Global Command Centers ensure parts and labor get to you through any weather, natural disaster, traffic or crisis.



**One call fixes it all.** Don't get caught in a multi-vendor loop. ProSupport offers hardware and software support and assistance with third-party suppliers.

Up to **6X faster** time to resolution of hard drive issues<sup>1</sup>

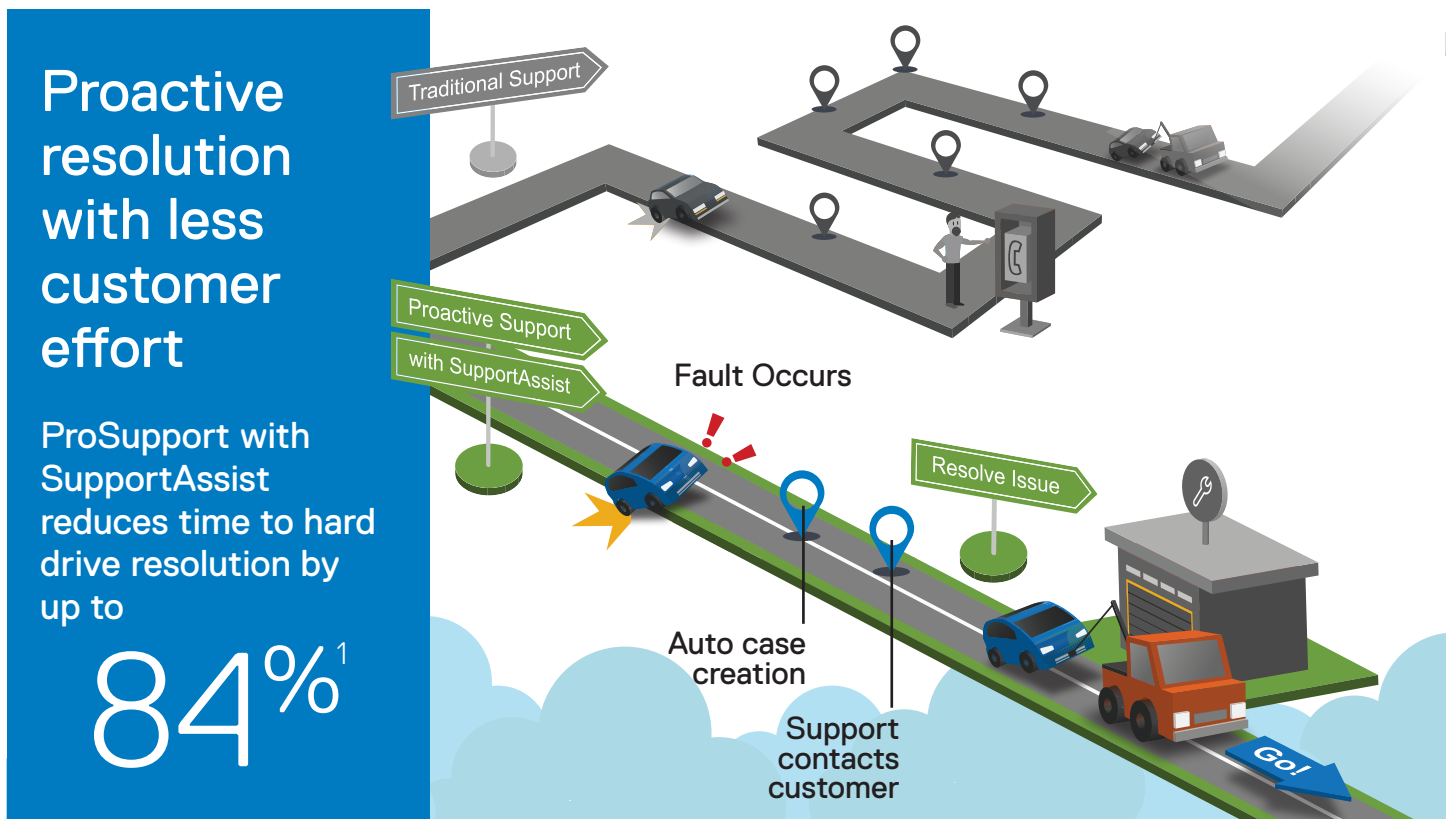
Up to **16 fewer steps** in the resolution process than the competition

Can pay **for itself** with a single incident

## The most complete support package in the industry<sup>4</sup>

Features	Benefits
Proactive automated support	Quick resolution of existing issues
24x7 direct access to in-region ProSupport engineers	Experts available onsite <sup>3</sup> , online, phone
Onsite service the next business day <sup>3</sup>	We come to you for repairs both in the office and on the go
Hardware and software support <sup>4</sup>	One-stop solutions for all issues
Automatic case creation	Removes tedious steps in the repair process

## ProSupport with SupportAssist<sup>3</sup> frees your time



### Removing risks for your business

SupportAssist uses industry-standard precautions to protect system state information and ensure its security.

- Information is encrypted with 256 bit and transferred securely using SSL protocol
- Only system state info is used for troubleshooting
- Dell hosts system state info in a secure data center with a variety of security measures

To learn more, contact your Dell sales representative or visit [Dell.com/ProSupportSuiteforPCs](http://Dell.com/ProSupportSuiteforPCs)

<sup>1</sup>Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/ddvOne9>. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits. <sup>2</sup>Onsite availability varies by country and service purchased. Onsite service available after remote diagnosis on field serviceable units. <sup>3</sup>SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. <sup>4</sup>Based on a Dell analysis dated March 2019. Some ProSupport Plus features are not available on all products.

