

Get the most out of your Dell endpoint security software



Make sure your endpoint security software is working for you

Advanced Support for Software

We all need a little help now and then and that includes help making sure your environment is secure. You may just need a little extra assistance resolving a software issue, or you may want a dedicated expert that can provide personalized support for your security software. Whatever your needs, you can get it with ProSupport for Software and Advanced Support for Software.

ProSupport for Software

You're busy and when you have a security software issue, you don't have time to troubleshoot with multiple vendors for multiple applications or go machine by machine looking for anomalies and malware. With ProSupport for Software, highly qualified, certified technicians are available 24x7 for comprehensive software support. ProSupport for Software comes with the purchase of any Dell security software product giving you peace of mind knowing Dell's team of technicians are available to help get you out of that bind.

Advanced Support for Software

If you need a higher level of support to help deploy, configure and quickly address issues that may arise with your Dell endpoint security software, Advanced Support for Software provides direct access to a dedicated, highly trained expert who will be your technical advocate and customize a support experience tailored to your needs. Your dedicated expert will work closely with you and have deep technical understanding of your environment and the security software portfolio to help optimize your software, prevent common, known issues from impacting your end users and help ensure that you are maximizing on your investment. With this offer, you will also have insights into future software releases that can help shape our software products by sharing your ideas on how we can enhance them based on your personal experience.

ProSupport for Software

Comes with the purchase of any Dell security software product



ANY ISSUE

Single point of contact with support technicians who resolve issues on a wide range of security products



ANY TIME

Prompt reply. Contact support 24x7 via phone or email as well as via chat during local business hours



TECHNICAL EXPERTISE

It's not just anyone that answers the phone. Support technicians with vast technical expertise are standing by



ONE NUMBER TO CALL

Dedicated phone number that covers all software products – no needless transfers or multiple touch points



NO LIMIT ACCESS

Anyone can call to report an issue and get assistance from technicians



MULTIPLE WAYS TO CONNECT

Submit your support request via phone, email or portal – whatever channel is most convenient for you



Peace of mind knowing our team of technicians are available when you need them

Advanced Support for Software



TECHNICAL ADVOCATE

Through frequent check-ins and knowledge of your unique needs and goals, your dedicated expert becomes your technical advocate



RISK MITIGATION

Regular reviews and health checks to help get ahead of technical issues before they can occur



EXPERT AT YOUR FINGERTIPS

Your expert strikes an ideal balance of account management and technical leadership to help ensure your issue has the needed level of attention and resolution



PERSONALIZED SUPPORT

Your dedicated expert has in-depth knowledge of your unique environment and the software security portfolio to align solutions to your specific needs



STRENGTHEN YOUR ENVIRONMENT

Your expert provides frequent security validations and ongoing planning and support to help secure your environment



PROVIDE FEEDBACK

Get product release insights and opportunities to share your software improvement ideas



Maximize security software performance with personalized guidance and ongoing support

For more information, contact your Dell representative or visit [DellTechnologies.com](https://www.delltechnologies.com)