

# Dell EMC ProSupport for Enterprise



Multiply your impact with a team of more than **60,000** technical experts supporting more than **170** countries.

Support the way it should be — easy.

## Enhance your IT team with hardware and software support proficiency

As the first line of engagement for employees, your IT staff faces a range of challenges that can make meeting internal initiatives difficult, where strategic projects become neglected. The last thing you need is to spend valuable time repeating basic troubleshooting. Simply put, you need to be able to efficiently, and seamlessly resolve technical issues.

When you choose ProSupport, highly trained experts are there around the clock and around the globe to address your IT needs. ProSupport\* helps you minimize disruptions and maintain a high level of productivity.

### Comprehensive 24x7 support

Turn your data center into a strategic lever for growth and innovation. Without the right resources and support, it is hard to get in front of IT problems.

- **24x7x365 access** to certified hardware and software experts
- **Collaborative support** with 3rd party vendors
- **Hypervisor, Operating Environment Software** and OS support
- **Onsite parts and labor** response options including next business day or four-hour mission critical

### Focused efficiency through a tailored approach

Choose the speed of response best suited for your users and IT environment.\*

- **Next Business Day** onsite parts and/or labor dispatch
- **2, 4, or 8hr Mission Critical** onsite parts and/or labor dispatch

## ProSupport benefits:

- Maximize productivity by leveraging Dell Technologies scale and skill
- Minimize disruptions with around the clock access to highly trained experts
- Gain efficiency through a single source for all your support needs

For more information, contact your authorized Dell EMC representative.