



No time for downtime



Virtually eliminate unplanned downtime due to hard drive failures¹

Dell ProSupport Plus for PCs

ProSupport Plus combines automated, predictive, proactive support with accidental damage protection and 24x7 priority access to ProSupport engineers. We take the burden of routine support off of IT staff, allowing you to focus on what's next, not what just happened.



Stay productive! Our predictive technology detects issues before they become problems, so you can fix them before end-users lose productivity.



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 next business day service³ whether you're in the office or around the globe, any time of day.



Accidents happen – we fix them. ProSupport Plus gives you quick replacement and protection for drops, spills and surges.



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.

ProSupport Plus with SupportAssist uses AI to predict hard drive issues¹

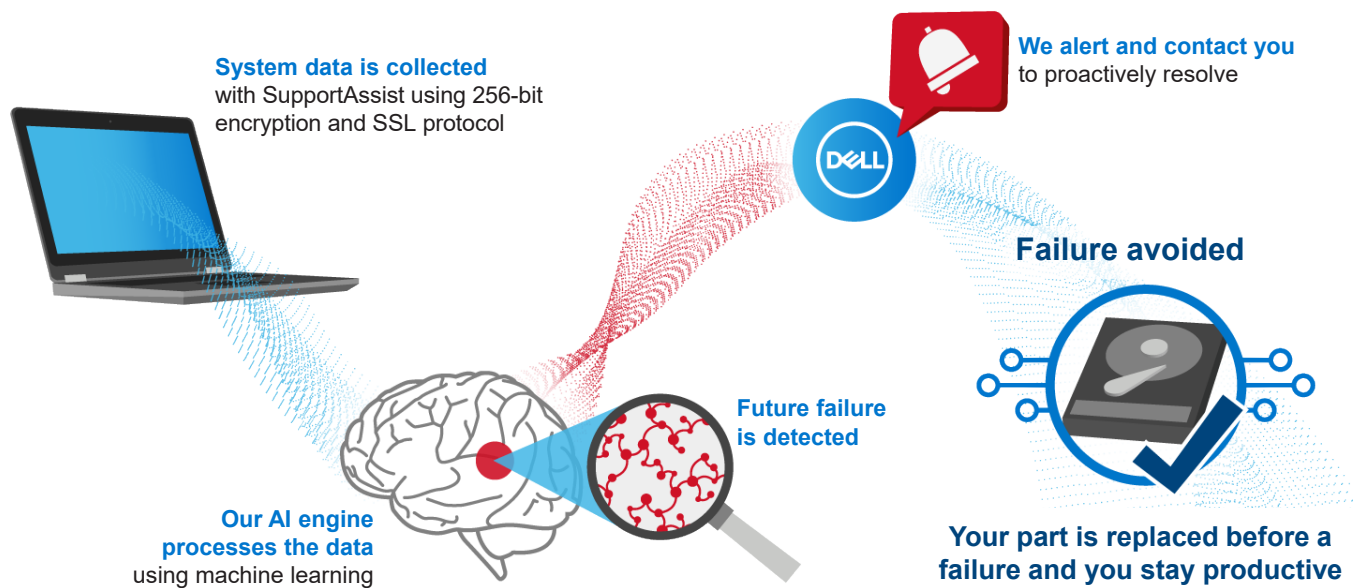
Up to
11x faster
for hard drive resolution²

Can pay for itself with a single incident

The most complete support package in the industry⁹

Features	Benefits
Predictive alerts to developing issues	Fix issues before they become problems
Proactive automated support	Quick resolution of existing issues
24x7 priority access to in-region ProSupport engineers	Experts available onsite ³ , online, phone
Onsite service the next business day ³	We come to you for repairs both in the office and on the go
Accidental damage repair ⁶	Repair or replacement for drops, spill or surges included
Keep your hard drive after replacement ⁷	Protect your data by always having it on hand
Hardware and software support ⁴	One-stop solutions for all issues
Visibility of asset base	Easily manage asset base and alerts
PC optimization and virus removal	Protect and optimize your system
Hardware utilization	Gain insight with early detection of performance issues
Automatic case creation	Removes tedious steps in the repair process
Technology Service Manager ⁵	Designated support for escalation management, reporting incidents and asset base/account planning

ProSupport Plus with SupportAssist uses AI to predict hardware failures; virtually eliminates unplanned downtime¹



To learn more, contact your Dell sales representative or visit DellEMC.com/ProSupportSuiteforPCs

¹Based on a Principled Technologies test report, "Dell ProSupport Plus with SupportAssist warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/0xvze8>. Hardware issues detected by SupportAssist include hard drives, solid state drives, batteries and fans. ²Based on a Principled Technologies report "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM>. ³Onsite availability varies by country and service purchased. Onsite service available after remote diagnosis on field serviceable units. ⁴Software support with collaborative 3rd party assistance. ⁵Available for customers with 500 or more ProSupport Plus Systems. ⁶Accidental Damage service excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year. ⁷Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro. ⁸SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products. 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. Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans. ⁹Based on a Dell analysis dated March 2019. Some ProSupport Plus features are not available on all products.

Copyright © 2019 Dell Inc. or its subsidiaries. All Rights Reserved. Dell Technologies, Dell, EMC, Dell EMC and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners. June 2019 | ProSupport-Plus-for-PCs-Datasheet

