

The right support for you.

	ProSupport	ProSupport Plus	ProSupport Flex
Technical support access*	24x7	24x7	24x7
Parts and labor response	NBD or Mission Critical	NBD or Mission Critical	Flexible
TechDirect online cases and dispatch	✓	✓	✓
SupportAssist remote monitoring	✓	✓	✓
Dispatch monitoring and crisis management	✓	✓	✓
Escalation management	✓	✓	✓
Hypervisor and OS support	✓	✓	✓
Collaborative third-party assistance	✓	✓	✓
SupportAssist automated support	✓	✓	✓
Direct access to elite ProSupport Plus engineers		✓	✓
Dedicated Technical Account Manager		✓	✓
Monthly health check and performance recommendations		✓	✓
Monthly contract renewal and support history reporting		✓	✓
System maintenance		✓	✓
Dedicated technical and field support teams			✓
Site-wide entitlement and contract			✓
Case management API			✓

Important details

*24x7x365 online/phone support. Availability and terms of Dell Services vary by region. For more information, including detailed terms of onsite parts and labor after remote diagnosis, visit dell.com/servicedescriptions. For copy of Limited Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or see www.dell.com/warranty.