

Dell Upgrade from 3Y Next Business Day to 3Y ProSupport

Extended service agreement - parts and labour - 3 years - on-site - 10x5 - response time: NBD - NPOS

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	PT550_3OS3PS



Description

Conquer data center complexity with unwavering support for hardware and software and a smart way to manage the mix of vendors in your environment. Dell Technologies offers a single source with the expertise, know-how and capabilities to help you support your business. ProSupport offers highly trained experts around the clock and around the globe to address IT needs, minimize disruptions and maintain a high level of productivity.

Dell recommends ProSupport with Mission Critical

If you need more than business hours support, consider upgrading to ProSupport with Mission Critical

*Availability and terms of Dell Technologies Services vary by region and by product. Contact a sales representative for details.

Main features

Product Description	Dell Upgrade from 3Y Next Business Day to 3Y ProSupport - extended service agreement - 3 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	10 hours a day / 5 days a week
Pricing Type	Near-Point-Of-Sale (NPOS)

Extended details

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	3 years
Response Time	Next business day
Service Availability	10 hours a day / 5 days a week
Pricing Type	Near-Point-Of-Sale (NPOS)

Details

Service & Support

Extended service agreement - parts and labour - 3 years - on-site - response time: NBD - availability: 10 hours a day / Monday-Friday | Technical support - phone consulting - 3 years - availability: 24 hours a day / Monday-Sunday | Technical support - web support - 3 years - availability: 24 hours a day / Monday-Sunday | Technical support - web knowledge base access - 3 years - availability: 24 hours a day / Monday-Sunday | Technical support - remote diagnosis - 3 years - availability: 24 hours a day / Monday-Sunday | Technical support - e-mail consulting - 3 years - availability: 24 hours a day / Monday-Sunday

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