

# Dell 3Y NBD > 3Y PS NBD - Upgrade from [3Y Next Business Day] to [3Y ProSupport Next Business Day]

Extended service agreement - parts and labour - 3 years - on-site - 10x5 - response time: NBD - for Precision Mobile Workstation 5510 - 5520

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	MXXXX_3833



## Description

Dell ProSupport offers premium hardware and software support available around the clock, 24x7x365. ProSupport provides for a single point of accountability with highly trained in region experts, Next Business Day onsite service with parts and labor response, Dell ownership of collaboration with vendors for technical issues related to third-party hardware and software, escalation management with customer-set severity level options, consolidation of support for select vendors, and options for varied software, protection and advisory services.

Dell ProSupport with Next Business day delivers proactive IT support that is fast, easy and designed to provide fast proactive IT support for businesses of all sizes.

## Main features

Product Description	Dell 3Y NBD > 3Y PS NBD - Upgrade from [3Y Next Business Day] to [3Y ProSupport Next Business Day] - 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
Designed For	Precision Mobile Workstation 5510, 5520

## 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
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 - e-mail 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
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**Compatibility Information**

Designed For	Dell Precision Mobile Workstation 5510, 5520
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