

Dell Upgrade from 3Y ProSupport to 3Y ProSupport Plus 4H Mission Critical

Extended service agreement - parts and labour - 3 years - on-site - 24x7 - response time: 4 h - NPOS

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	PR350_3PS3P4H



Description

ProSupport Plus proactively improves the performance and stability of critical systems through automated support, analytics and the right expertise for your organization. ProSupport Plus not only gets you back up and running quickly, but also proactively helps you get ahead of problems before they happen. You'll have the freedom to adopt complex technologies with confidence, knowing Dell Technologies has the expertise and insights to help you be more productive and focus on your goals.

Mission Critical is a rapid resolution option, giving 4 hour parts and/or labor response. Rely on Dell Technologies to get you back up and running fast.

*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 ProSupport to 3Y ProSupport Plus 4H Mission Critical - 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	4 hours (for critical issues)
Service Availability	24 hours a day / 7 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	4 hours (for critical issues)
Service Availability	24 hours a day / 7 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: 4 h
- availability: 24 hours a day / Monday-Sunday - severity level 1 | 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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