

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

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

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	PER640_3933V



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 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.

*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 Plus - 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

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 - 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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