

Dell Upgrade from 3Y ProSupport to 5Y ProSupport Plus 4H

Extended service agreement - parts and labour - 5 years - on-site - 24x7 - response time: 4 h

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	PER440_4935V



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 EMC 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 EMC to get you back up and running fast.

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

Main features

Product Description	Dell Upgrade from 3Y ProSupport to 5Y ProSupport Plus 4H - extended service agreement - 5 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Response Time	4 hours (for critical issues)
Service Availability	24 hours a day / 7 days a week

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Response Time	4 hours (for critical issues)
Service Availability	24 hours a day / 7 days a week
	Details

Service & Support

Extended service agreement - parts and labour - 5 years - on-site - response time: 4 h
- availability: 24 hours a day / Monday-Sunday | Technical support - phone consulting
- 5 years - availability: 24 hours a day / Monday-Sunday | Technical support - web
support - 5 years - availability: 24 hours a day / Monday-Sunday | Technical support -
web knowledge base access - 5 years - availability: 24 hours a day / Monday-Sunday |
Technical support - remote diagnosis - 5 years - availability: 24 hours a day /
Monday-Sunday | Technical support - e-mail consulting - 5 years - availability: 24
hours a day / Monday-Sunday

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