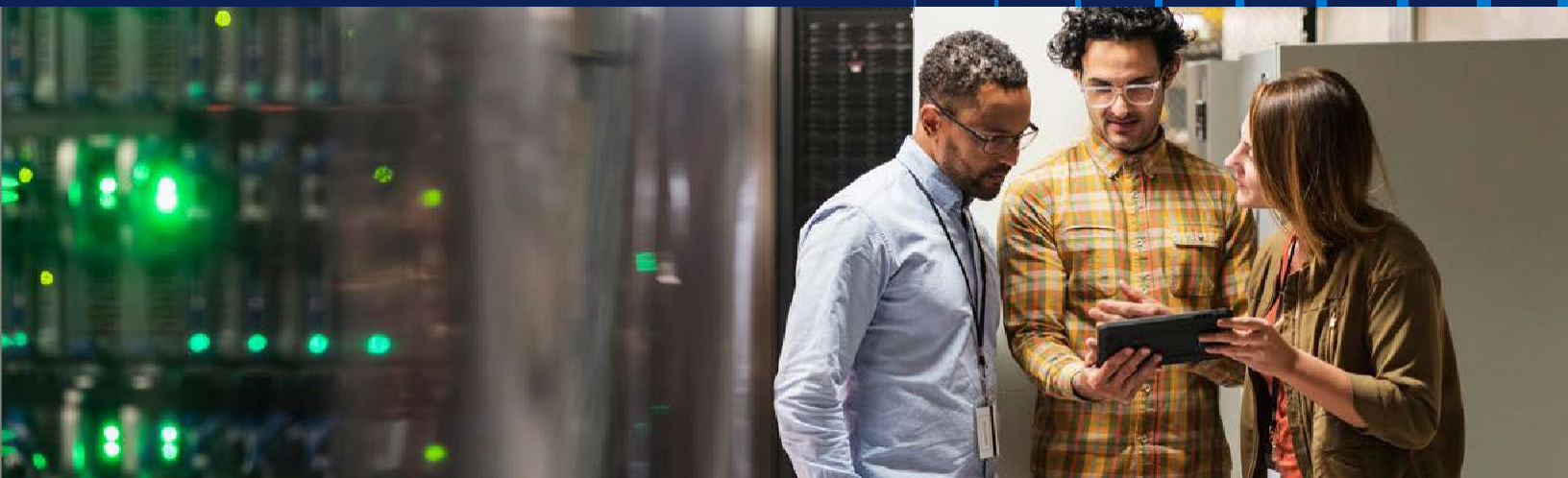




Proactive, Predictive and Personalized Support

ProSupport Infrastructure Suite

Your business is evolving, and so are the challenges you face. Whether it's managing IT infrastructure, minimizing security risks, or working within tight budgets, keeping your systems accessible and running at peak performance can feel overwhelming.

Dell's ProSupport Infrastructure Suite is here to empower you with expert technical support and cutting-edge tools designed to save time, boost productivity, and maximize value.

The ProSupport Infrastructure Suite helps our clients get the most value from infrastructure investments by leveraging world-class expertise and AI-powered insights to help you get the most out of your technology investments. We empower your business success with:

- **Flexibility** to choose the right support based on system criticality.
- **Comprehensive Collaborative Coverage** for hardware and software issues.
- **Global Consistency**, offering a seamless experience wherever your teams are located.

Why Trust ProSupport Infrastructure Suite?²

We've built a reputation for excellence by combining highly skilled professionals with innovative technology to stay ahead of your business needs.

- | | |
|---|-----------------------------------|
| • 60,000+ Dell and partner professionals | • 6 Services Command Centers |
| • 250+ million assets currently supported | • 85 technical support sites |
| • Availability in over 120 locations | • 650+ parts distribution centers |
| • 55+ languages supported | • 49 TSIA STAR Awards |

97%



of ProSupport Infrastructure Suite customers are highly satisfied with the technical support they receive¹

¹Based on an internal analysis from Dell Technologies Feb 2024.

²Based on Dell Technologies internal numbers, Jan 2025.

The Right Support for Every Need

ProSupport for Infrastructure

ProSupport offers 24/7/365 technical support for Dell hardware and software, guaranteeing immediate response when issues occur. Pair this expert support with Dell connectivity technology and tools for services and infrastructure management for additional benefits like proactive detection of hardware anomalies and guidance on security advisories.

ProSupport Plus for Infrastructure

When managing critical business workloads, ProSupport Plus is your premier solution. This offer includes all ProSupport features alongside proactive system maintenance, access to senior support engineers and a Technical Customer Success Manager—a trusted partner and cross-functional advocate dedicated to helping you realize your business and technology goals. From predictive issue resolution to regular maintenance planning, ProSupport Plus delivers a personalized support experience designed for mission-critical environments.

Available Standard Offers

	Basic Hardware Support ³	ProSupport	ProSupport Plus
Support Essentials			
Dell Technologies product coverage	Hardware	Hardware & Software	Hardware & Software
Technical support availability and response objective	Local business hours	24/7/365	24/7/365
Onsite parts and labor response objective	Next Business Day (NBD)	NBD or 4 hours	4 hours
Collaborative hardware and software assistance		✓	✓
Access to software updates		✓	✓
Software upgrade assistance on storage systems		✓	✓
Assigned Incident Manager for Severity 1 support cases		✓	✓
Proactive system maintenance			✓
Enhanced Mission Critical support			✓
Priority access to senior support engineers			✓
(limited) 3rd party software support			✓
Monitoring & Actionable Insights <i>via Dell's AI-leveraged technology platforms</i>			
Current systems health score		✓	✓
Cybersecurity monitoring with actionable insights		✓	✓
Predictive performance and capacity analysis		✓	✓
Predictive hardware anomaly detection		✓	✓
Energy consumption and carbon footprint forecasting		✓	✓
Proactive issue detection with automated case creation	✓	✓	✓
Critical incident/risk notifications and insights	✓	✓	✓
Service request management and escalation monitoring	✓	✓	✓
Self-dispatch of eligible parts	✓	✓	✓
Customer Success <i>via assigned Technical Customer Success Manager</i>			
Cross-functional lifecycle management			✓
Onboarding and technology adoption assistance			✓
Success initiatives and advanced reporting			✓
Renewals and refresh planning			✓

Visit **Dell.com** or contact your Dell Technologies sales representative for more information

³Basic Hardware Support extensions and upgrades are not available in Germany

Availability and terms of Dell Technologies services vary by region and by product. For more information, please view our [service descriptions](#).

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