



SMALL
BUSINESS

Choose The Right Support For You

Sometimes the basic hardware warranty just won't cut it. Choose ProSupport or ProSupport Plus to ensure you work at full speed with less interruptions.

	BASIC WARRANTY	PROSUPPORT	PROSUPPORT PLUS
Access in-region technical support via phone, chat & email	BUSINESS HOURS	24X7	24X7 PRIORITY ACCESS
Receive parts & repairs next business day (NBD) after remote diagnosis ¹	ONSITE - VARIES BY PRODUCT & REGION	ONSITE	ONSITE
Find relief with a one-stop shop for hardware & software issues	HARDWARE ONLY	✓	PRIORITY ACCESS
Rely on automatic, proactive detection of IT issues. We open a case and contact you with repair options ²		✓	✓
Accidental damage repairs for drops, spills & surges ³			✓
Protect sensitive company data with hard drive retention after replacement ⁴			✓

Have questions? Dell Small Business Technology Advisors are ready to help recommend dependable technology solutions.

SPEAK WITH AN ADVISOR TODAY

1800-812-392

CLICK | CALL | CHAT

¹Onsite service is available after remote diagnosis. Service varies by system and by region. For details about Onsite Service see: <https://www.dell.com/learn/au/en/aucorp1/campaigns/global-consumer-service-contracts>. ²Premium Support Plus not sold on systems with Windows 10S, Ubuntu or Steam OS. Geographic and service levels vary. See Service Description: <https://www.dell.com/learn/au/en/aucorp1/campaigns/global-consumer-service-contracts>. SupportAssist not available on Linux, Windows 10S, Windows RT, Android, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sink, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries. Claims based on May 2017 Principled Technologies test report commissioned by Dell comparing Dell Basic Hardware Service to Premium Support Plus with SupportAssist Technology. Testing conducted in the United States. Actual results will vary. Full report: <http://facts.pt/sk4vHh>. Based on internal analysis April 2017. Some features are not available on all products. ³Accidental Damage Service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Availability varies by country. ⁴Hard drive retention not available on Chromebook or Venue tablets except the Venue 11 Pro.