

Dell Upgrade from 1Y ProSupport to 3Y ProSupport (PDL3_1PS3PS)

Dell Upgrade from 1Y ProSupport to 3Y ProSupport - Extended service agreement - parts and labour (for desktops) - 2 years (2nd/3rd year) - on-site - 10x5 - response time: NBD - for Inspiron 24 5415 AIO, 24 5420 All-in-One, 3020, 3030

ProSupport is designed to provide fast proactive IT support for businesses of all sizes. Dell ProSupport makes it easy because you get a team of engineers who are always accessible, provide you with a single source for hardware and software issues, and respond quickly to help maximize user uptime. ProSupport also features SupportAssist technology for proactive monitoring and detection of issues and automatic case creation for faster resolution. With Dell ProSupport your IT team is free to focus on strategic priorities, moving your business forward, and not time consuming day to day user support.

Main specifications

Product Description	Dell Upgrade from 1Y ProSupport to 3Y ProSupport - extended service agreement - 2 years - 2nd/3rd year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	2 years
Support Period	2nd and 3rd year
Response Time	Next business day
Service Availability	10 hours a day / 5 days a week
Class of Equipment	Desktops
Designed For	Inspiron 24 5415 AIO, 24 5420 All-in-One, 3020, 3030

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	2 years
Support Period	2nd and 3rd year
Response Time	Next business day
Service Availability	10 hours a day / 5 days a week
Class of Equipment	Desktops

Details

Service & Support	Extended service agreement - parts and labour - 2 years - on-site - response time: NBD - availability: 10 hours a day / Monday-Friday ; Technical support - phone consulting - 2 years - availability: 24 hours a day / Monday-Sunday ; Technical support - web support - 2 years - availability: 24 hours a day / Monday-Sunday ; Technical support - web knowledge base access - 2 years - availability: 24 hours a day / Monday-Sunday ; Technical support - remote diagnosis - 2 years - availability: 24 hours a day / Monday-Sunday ; Technical support - e-mail consulting - 2 years - availability: 24 hours a day / Monday-Sunday
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Compatibility Information

Designed For	Dell Inspiron 24 5415 AIO, 24 5420 All-in-One, 3020, 3030
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Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet