

Dell Upgrade from 1Y ProSupport to 5Y ProSupport (FW3L3_1PS5PS)

Dell Upgrade from 1Y ProSupport to 5Y ProSupport - Extended service agreement - parts and labour (for desktops) - 4 years (2nd/3rd/4th/5th year) - on-site - response time: NBD - NPOS - for Dell Canvas 27; Precision 3240, 3260, 3431, 3440, 3450, 3460, 3640, 3650



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 5Y ProSupport - extended service agreement - 4 years - 2nd/3rd/4th/5th year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Support Period	2nd, 3rd, 4th and 5th year
Response Time	Next business day
Pricing Type	Near-Point-Of-Sale (NPOS)
Class of Equipment	Desktops
Designed For	Dell Canvas 27; Precision 3240 Compact, 3240 Compact BTX, 3260 Compact, 3431, 3440 Small Form Factor, 3440 XE Small Form Factor, 3450 Small Form Factor, 3450 XE Small Form Factor, 3460 Small Form Factor, 3640 Tower, 3640 XE Tower, 3650 Tower

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Support Period	2nd, 3rd, 4th and 5th year
Response Time	Next business day
Pricing Type	Near-Point-Of-Sale (NPOS)
Class of Equipment	Desktops

Details

Service & Support	Extended service agreement - parts and labour - 4 Years - on-site - response time: NBD - availability: 10 hours a day / Monday-Friday ; Technical support - phone consulting - 4 Years - availability: 24 hours a day / Monday-Sunday ; Technical support - web support - 4 Years - availability: 24 hours a day / Monday-Sunday ; Technical support - web knowledge base access - 4 Years - availability: 24 hours a day / Monday-Sunday ; Technical support - remote diagnosis - 4 Years - availability: 24 hours a day / Monday-Sunday ; Technical support - e-mail consulting - 4 Years - availability: 24 hours a day / Monday-Sunday
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Compatibility Information

Designed For	Dell Canvas 27 ; Dell Precision 3240 Compact, 3240 Compact BTX, 3260 Compact, 3431, 3440 Small Form Factor, 3440 XE Small Form Factor, 3450 Small Form Factor, 3450 XE Small Form Factor, 3460 Small Form Factor, 3640 Tower, 3640 XE Tower, 3650 Tower
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