

Dell Upgrade from 1Y Basic Onsite to 5Y ProSupport (MW3L3_1OS5PS)

Dell Upgrade from 1Y Basic Onsite to 5Y ProSupport - Extended service agreement - parts and labour - 5 years - on-site - response time: NBD - for Precision 3530, 3540, 3541, 3550, 3551, 3560



ProSupport for PCs is the right offering for all commercial businesses. Featuring 24x7 direct access to in-region engineers, next business day onsite repairs, and automated, proactive issue resolution with telemetry-driven insights, ProSupport reduces end-user downtime while freeing up IT time to focus on higher-value projects. Solution providers and end-customers can view and manage health, application experience, and score, plus take action across the entire fleet, log tickets, and self-dispatch parts, all from a single portal. ProSupport enables businesses to analyze usage patterns and identify opportunities to optimize end-user device strategy, maximizing productivity and employee satisfaction. Availability and terms of Dell Services vary by region. Details.

Key Selling Points

- 24x7 direct access to in-region non-scripted ProSupport engineers
- Hardware and software support, proactive issue resolution with telemetry-driven insights.
- Next business day onsite support after remote diagnosis
- Enable SupportAssist for fleet automated issue detection, proactive resolution and alerts
- Self-heal before issues occur
- Improve Productivity
- Benefit from hyperefficient resolution

Main specifications

Product Description	Dell Upgrade from 1Y Basic Onsite to 5Y ProSupport - 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	Next business day
Designed For	Precision 3530, 3540, 3541, 3550, 3551, 3560

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
Response Time	Next business day

Details

Service & Support	Extended service agreement - parts and labour - 5 years - on-site - response time: NBD - availability: 10 hours a day / Monday-Friday 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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Compatibility Information

Designed For	Dell Precision 3530, 3540, 3541, 3550, 3551, 3560
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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