

Dell Upgrade from 3Y Basic Onsite to 5Y ProSupport (OTPA_3OS5PS)

Dell Upgrade from 3Y Basic Onsite to 5Y ProSupport - Extended service agreement - parts and labour (for desktops) - 5 years - on-site - response time: NBD - NPOS - for OptiPlex 7420 Plus All In One



Dell ProSupport for client products delivers a higher level of PC support designed for modern, always on businesses. Built on Dell's global support infrastructure, ProSupport provides 24x7 access to in region technical experts, next business day onsite service after remote diagnosis on covered hardware issues, and proactive monitoring on eligible systems to help detect problems before they disrupt users. With a single, easy to use support experience across laptops, desktops, workstations and accessories, IT teams can resolve issues faster, reduce unplanned downtime, and refocus on strategic projects instead of day to day break/fix. ProSupport is ideal for organizations that have outgrown basic warranty and need business class response times, expert troubleshooting for both hardware and common software issues, and predictable, enterprise grade support wherever their users are working. Response times may vary by country and by-product. Contact a sales representative for details.

Key Selling Points

24x7 expert support - Around-the-clock access to in-region Dell technicians for both hardware and common software issues, so users can get help whenever problems arise-not just during business hours.

Next Business Day onsite repair - After remote diagnosis confirms a covered issue, Dell dispatches a technician and/or parts-typically by the next business day-to get systems back up and running quickly and reduce downtime.

Proactive monitoring and alerts (with SupportAssist) - Automated monitoring on eligible systems helps detect hardware issues early, often before users notice a problem, enabling faster, more predictable resolution.

Reduced IT workload - Dell experts handle front-line troubleshooting and coordinated repair, so internal IT teams spend less time on break/fix tickets and more time on strategic initiatives.

Consistent global experience - Standardized, enterprise-grade support across laptops, desktops and workstations in supported countries, giving organizations a single, dependable support model for a distributed workforce.

Main specifications

Product Description	Dell Upgrade from 3Y 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
Pricing Type	Near-Point-Of-Sale (NPOS)
Class of Equipment	Desktops
Designed For	OptiPlex 7420 Plus All In One

Extended specification

General

Service Included	Parts and labour
Location	On-site
Full Contract Period	5 years
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 - 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
-------------------	--

Compatibility Information

Designed For

Dell OptiPlex 7420 Plus All In One

Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet