Dell ProSupport Mission Critical

Get your business up and running in minutes, not hours or days

Dell understands time is money

Every minute of unplanned downtime is lost productivity; and quite often, lost revenue. So that you can reduce recovery time from days to hours, Dell offers the Mission Critical option with Dell ProSupport.

Mission Critical is Dell's most rapid resolution option, allowing you to choose from 2, 4, or 8-hour onsite parts and/or labor. Rely on Dell's proven and reliable Critical Situation process to get you back up and running fast.

Key features of Dell ProSupport with Mission Critical

Onsite Response – 2-Hour, 4-Hour or 8-Hour onsite service* with 6-hour hardware repair available 24x7, including holidays. 2-hour response is not available on desktops; availability may vary by country

CritSit Procedures – Severity level 1 issues will be reviewed by Dell and may be nominated for CritSit incident coverage through Dell Global Command Centers.

Emergency dispatch – Onsite service technician dispatched in parallel with phone-based troubleshooting when you declare a Severity level 1 incident.

Priority production – In the event of a critical situation caused by natural disaster or other event normally excluded from limited warranty, Dell will expedite production of a new system(s).

Storage fault monitoring – Alerts from storage fault monitoring helps you maximize uptime by identifying and correcting potential issues before they occur.

Shift Resources from Maintenance to Momentum.

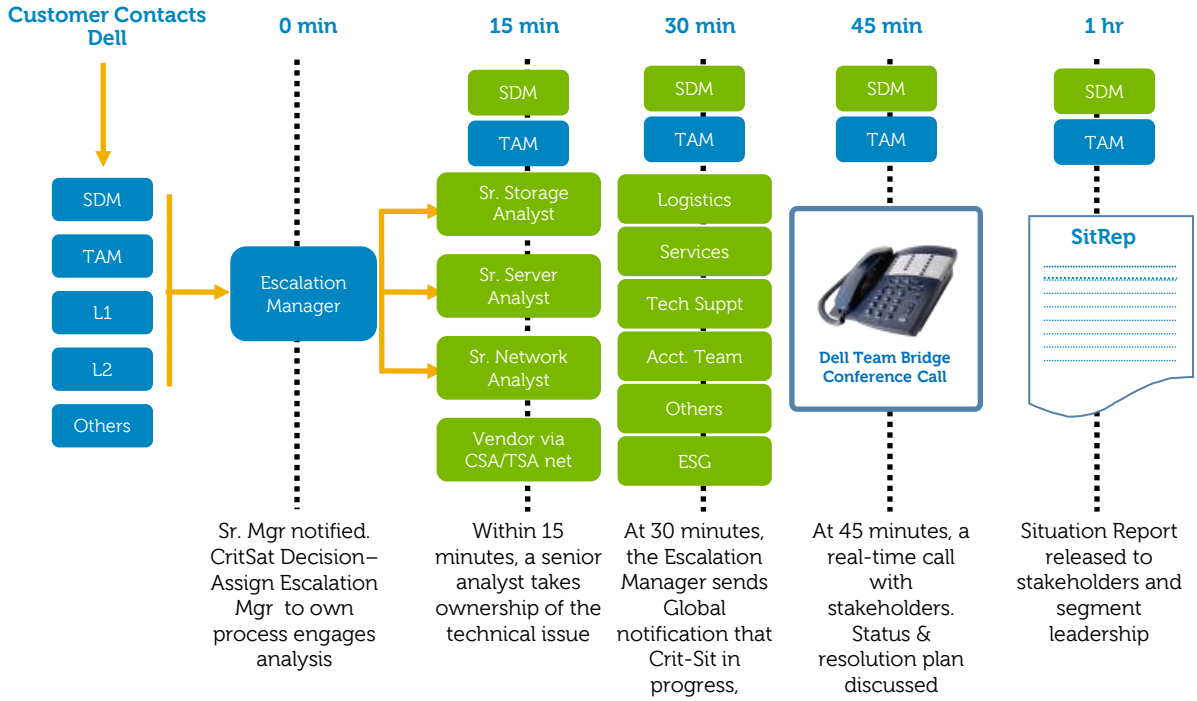
Key features of Dell ProSupport

During critical situation events, Dell Global Command Centers will activate our CritSit Process to help ensure that our expert resources are mobilized to get you back up and running fast.

Dell's CritSit Process includes:
A Dell Escalation Manager is assigned to your escalation, from there…

- Dell's end-to-end Critical-Situation process helps ensure expert resources are mobilized to get you back up and running fast
- Emergency Dispatch for simultaneous phone and onsite troubleshooting to assist with Severity 1 situations
- Priority Production** to expedite units for critical issues

Fast & focused resolution, during "critical situation" events



Dell ProSupport with Mission Critical is only available for purchase with a Dell ProSupport service contract.

For more information about any of our service offerings, please contact your Dell representative or visit www.dell.com

Applications Business Process Consulting Infrastructure Support

**Priority Production - In the event of a critical situation caused by natural disaster or other event normally excluded from limited warranty, Dell will expedite production of a new system.

Product and service availability varies by country. For more information, visit www.dell.com/servicedescriptions. *May be provided by third-party. Technician will be dispatched ,if necessary, following phone-based troubleshooting. Availability varies. See dell.com/service contracts for details . © 2010 Dell Inc. All rights reserved