



Dell Support Services



Multivendor Hardware Support for OEM Solutions

Comprehensive and collaborative support to help you simplify the management of your heterogeneous installed base

Lessen the burden on resources managing complex multivendor end-user environments

The challenges of supporting a multivendor installed base get exponentially more difficult for Original Equipment Manufacturers (OEMs) as your customer’s technology requirements change with the addition of new support agreements, updates to levels of service, or updates to warranties – with each vendor.

Total support management provided by Dell Multivendor Hardware Support can help you not only cut costs and increase productivity across your distributed customer base, but also lessen the burden on resources already managing too many day-to-day administrative tasks.

Simplified support agreements can save you money, effort and time

The idea of simplified OEM support doesn’t stop at the hardware or even services. You also want the ease of managing expiring warranties throughout your vast and distributed installed base. With Dell Multivendor Hardware Support we can consolidate your support services contracts, simplifying support for your installed base, ultimately saving you money, effort, and time.

- **Improve services:** You can take advantage of the award winning Dell ProSupport™ level of service on all assets in your multivendor installed base, not just your Dell assets.
- **Simplify OEM support:** Consolidate your hardware support under one service contract, knowing who to reach out to every time – one less thing to worry about.
- **Improve efficiency:** Streamline processes for managing maintenance contracts across multiple hardware vendors.
- **Cost savings:** Avoid unnecessary operating costs by efficiently managing expiring warranties and supporting hardware beyond three years.

Offer highlights

Technical support services on non-Dell assets are now available via Dell Basic Hardware Services or Dell ProSupport Services.

Some features include:

	Basic ¹	ProSupport ²
Diagnostics & Troubleshooting	Phone support service (local business hours)	✓
	Basic hardware phone support (hardware break/fix)	✓
	In and out of warranty	✓
	Support service 24x7x365	✓
	Case & escalation management	✓
	Collaborative HW & SW support	✓
	Application/SW how-to & OS	✓

For more information about Multivendor Hardware Support, visit us online at dell.com/oemservices.

^{*} Availability may vary by customer location. Please contact your Dell sales or technical support analyst for additional details.

¹ For a copy of Ltd Hardware Warranty, write Dell USA LP, Attn: Warranties, One Dell Way, Round Rock, TX 78682 or visit www.dell.com/warranty.

² Availability and terms of Dell Services vary by region. For more information, visit www.dell.com/servicesdescriptions.

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