



## DELL Upgrade from 1Y Collect & Return to 3Y ProSupport



**Brand :** DELL

**Product code:** VN5M5\_1CR3PS

**Product name :** Upgrade from 1Y Collect & Return to 3Y ProSupport

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**DELL Upgrade from 1Y Collect & Return to 3Y ProSupport:**

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 security 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 and by-product. Contact a sales representative for details.

Features		Features	
Service type	ProSupport	Phone support	✓
Service included	Parts and Labour	Web support	✓
Service time (hours x days)	24x7x365	Troubleshooting	✓
Number of years	3 year(s)	Parts replacement	✓
		Compatibility	Vostro 5320 Vostro 16

## Catalog Object Cloud



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