

Dell Education Support

Designed for notebooks and desktops in a teaching environment



At Dell, we recognise that your desktop and notebook systems are becoming increasingly critical to your teaching success. Any downtime can have an immediate impact on both pupil and tutor productivity, for example lack of access to email or inability to print. As standard, all Dell products have an online or business hours telephone support to help diagnose any hardware problem. But, to maximise uptime in schools and Higher Educational institutions on every device, Dell recommends Education Support.

This provides 24x7 access to industry-certified helpdesk support and extends support beyond hardware issues to resolve problems with the operating system, software, third-party peripherals and selected interactive whiteboards. Rapid diagnosis of your total system using sophisticated tools ensures rapid resolution, with the additional back-up of escalation to a Technical Account Manager for complete ownership of issues.

Basic Support



- 3 year hardware support*

TECHNICAL SUPPORT

Dell certified helpdesk support

8 hrs x 5 days operating hours

Support for Dell

- desktops
- notebooks
- workstations
- laser printers



Education Support



- 3 year hardware support
- Microsoft and Linux operating system support
- Microsoft Office support
- Third party vendor support

TECHNICAL SUPPORT

Technical Account Manager (TAM) for rapid escalation management, 'case' support with single point of contact and performance reporting

24 x 7 operating hours

Dell and industry certified helpdesk support

Support for Dell

- desktops
- notebooks
- workstations
- laser printers



*OptiPlex and L-Series models, Latitude D505 and Dell Laser printers have 1 year as standard upgradeable to 3 years

- › An excellent experience - very prompt, friendly and professional



Key benefits

- Maximise uptime on your desktop, notebook and printer systems
- 24 x 7 cover. All calls are charged at local rate.
- Access to skilled helpdesk support
- Rapid resolution of hardware, operating system and Microsoft Office issues.

The best tools

- A team of industry-certified engineers dedicated to optimising and reducing time to resolution provide immediate telephone support 24 hours a day, 7 days a week, 365 days a year.
- Use of sophisticated WebEx™ collaboration tool enables support team to instantly and easily view, diagnose, and resolve issues online with any user, anywhere in the world.

Single point of contact

- A Dell Support technician stays with you until a solution is found or root cause identified.
- Single point of contact for the duration of a case
 - Case will not be closed unless you confirm that the issue has been solved to your satisfaction.

More than just hardware support

Dell appreciate that your problem may not be a hardware issue, but it could be the operating system, software or a third party peripheral. If a problem is unclear, or related to a particular supplier, Dell will facilitate a resolution for the problem.

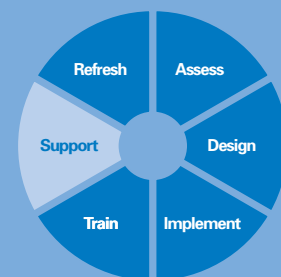
Proactive support for rapid resolution

- Dell Education Support is a proactive service that features automatic updates, regular performance reporting and the support of a designated technical account manager (TAM).
- TAM takes responsibility for key issues such as escalation management and managing resources to resolve customer problems
 - Secured web access to monthly change notification reports covering driver changes, BIOS changes and software changes affecting hardware
 - Quarterly Service Performance Reports are available for larger installed bases, giving the details needed to track system support issues.



Dell Services 360° approach

Dell Education Support is part of Dell's \$4 billion dollar worldwide services business which applies a 360° approach to lifecycle support to achieve scalable enterprise computing. Dell Education Support is integrated with the other solutions in the Dell Services portfolio which helps customers at every stage of the technology lifecycle from initial infrastructure consulting, through to application testing to desktop value recovery and recycling.



Support made easy. Easy as **DELL**™

Visit www.dell.co.uk/services for more information