

Client Support Services

Feature comparison

	Base Warranty	ProSupport	ProSupport Plus
Technical support through phone, chat and online	Business hours	24x7	24x7
Hardware repair service delivery ¹	Varies	Onsite	Onsite
Self-service case management and parts dispatch through TechDirect	✓	✓	✓
Direct access to in-region ProSupport engineers		✓	Priority Access
Single resource for software and hardware expertise		✓	✓
Command center monitoring and crisis management		✓	✓
Software support with collaborative 3 rd party assistance		✓	✓
Case Management API for helpdesk integration		✓	✓
Automated issue detection, notification and case creation by SupportAssist ²		✓	✓
Predictive issue detection for failure prevention by SupportAssist ²			✓
Accidental damage repair for drops, spills and surges			✓
Retention of hard drive after replacement ³			✓
Dedicated Technical Service Manager ⁴			✓
Monthly support history and contract reporting ⁴			✓

¹ Onsite not available on some Venue ,Chromebook and Rugged Latitude products

² SupportAssist only available on Windows based products; predictive technology available on hard drives and batteries

³ Hard drive retention not available on Chromebook or Venue tablets except the Venue 11 Pro

⁴ Available for customers with 500 or more ProSupport Plus Systems