



# Technical Support Number



COUNTRY	PROSUPPORT	BASIC ONSITE
Kenya	+254 20 222 5390	+254 20 221 3860
Uganda	+254 20 760 2487	+254 20 760 2486
Tanzania	+254 20 222 5390	+254 20 2213860
Angola	+27 10 344 0062	+27 10 344 0063
Nigeria	+234 1 277 3050	+234 1 277 3070
Ghana	+233 30 222 0594	+233 30 222 0599

## ENTERPRISE - SUPPORT SERVICE COMPARISONS

	BASIC WARRANTY	PROSUPPORT	PROSUPPORT PLUS
Technical support through phone and online	9 x 5	24 x 7	24 x 7
Service delivery for hardware repair	Onsite	Next Business Day or 2/4hr Mission Critical*	Next Business Day or 2/4hr Mission Critical
Self-service case management and parts dispatch through TechDirect	●	●	●
Remote monitoring and automated issue detection by SupportAssist	●	●	●
Automated issue notification by SupportAssist		●	●
Dispatch monitoring and crisis / escalation management		●	●
Escalation management		●	●
Hypervisor and OS support		●	●
Collaborative third-party assistance		●	●
Support for up to 7 years		●	●
Automated case creation by SupportAssist for issue resolution		●	●
Case management API for helpdesk integration		●	●
Direct access to elite ProSupport Plus and ProSupport Flex engineers			●
Dedicated Technology Service Manager			●
Predictive issue detection for failure prevention by SupportAssist			●
Monthly health check and performance recommendations			●
Monthly contract renewal and support history reporting			●
System maintenance evaluated on a case -by- case basis			As needed*
Onsite diagnosis			Optional

\* Mission critical is on upsell option on request

We also undertake deployment services – please contact Karim Hirji on +254 723 382700 or email K\_Hirji@Dell.com