



# ProSupport for Wyse Thin Clients



55+

Languages spoken

60+

Countries offering  
same business  
day response

Priority support service for client devices

## ProSupport delivers IT support that is fast and easy

ProSupport gives you 24x7 direct access to support experts, a single resource for hardware and software problems, and next business day Advanced Exchange<sup>1</sup> to help resolve issues quickly and minimize downtime.

ProSupport frees your IT team from time-consuming day-to-day user support, allowing them to focus on strategic priorities that move your business forward.

Talk to your representative today about ProSupport and learn how we can partner with you to extend your IT team virtually, better manage costs, and maintain user uptime.

## Choose ProSupport

- 24x7 access to ProSupport engineers
- Direct access to in-region ProSupport engineers
- Next business day Advanced Exchange<sup>1</sup>
- Single source for hardware and software support

- 165+ countries supported
- 55,000 team members - direct and partner
- 2,200+ carry-in service centers
- 6 global command centers
- 625+ part distribution centers
- 6.9M+ parts dispatched



## Comprehensive 24x7 support for your business

### Business Benefits:

- Fast issue resolution with 24x7 access and next business day Advanced Exchange<sup>1</sup>
- Minimize downtime with rapid response from support engineers
- Gain efficiency leveraging scale, business insight and efficiency
- Maximize resources with ProSupport experts



### Experts

- 24x7 direct access to ProSupport engineers
- Single source for hardware and software
- Deep and broad experience with the latest business IT trends



### Insights

- Dell experts understand the challenges today's businesses face
- Dell provides knowledge and experience covering a wide range of work environments



### Ease

- Next business day Advanced Exchange<sup>1</sup>
- Dell engineers provide day-to-day support while you focus on innovation

### TechDirect

TechDirect is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

For more information, please contact your Dell representative or visit [Dell.com/ProSupport](https://Dell.com/ProSupport)

<sup>1</sup>Next business day Advanced Exchange available on select Wyse products. Availability varies by region.

