

Dell ProSupport™ for Dell KACE Appliances



Comprehensive support services designed to save you time and your organization money

Dell ProSupport™ provides a breadth of capabilities and resources intended to maximize the benefits of your Dell KACE™ Appliance and ensure your satisfaction.



Reduced problem resolution time

In today's business environment your IT staff is often asked to do more with less, faster and more efficiently. On a daily basis they're faced with a range of challenges that can make meeting internal strategic initiatives difficult.

Dell ProSupport is comprehensive support, meaning less time is spent on issue resolution resulting in greater productivity for your organization. From live support to email ticket submission and online status notification, all the bases are covered in helping you resolve any issue quickly and effectively.

Up to date environments, ongoing enhancements

Fully supported environments translate to swifter, more targeted problem determination and resolution. Dell ProSupport includes coverage for the latest platforms and technology advancements, such as Windows 7 and the newest Mac releases, as well as the ability to easily maintain a current, stable system. Additionally, your service includes all of the newest KACE Appliance releases, features and enhancements at no additional charge. Also available are regularly scheduled Web-based training sessions, both live and recorded, to enhance appliance utilization.

Dell ProSupport customers report up to 90% customer satisfaction.¹

Dell ProSupport for your KACE Appliance

Contact methods

- **Web-based self-help** — available via the Web-based support portal, provides access to an information-rich, searchable knowledge base with answers to commonly asked support questions, best practice guidelines and tutorials. It's the first stop for all 'how to' type questions.
- **24/5 telephone support** — prioritized to address major tickets. Live telephone support hours are posted on www.kace.com/support/contact.php and vary per geography.
- **Online chat** — available Monday through Friday. For more information, please visit <http://www.kace.com/chat/>.
- **Support tab** — automatically creates a support ticket. A follow-up email is sent containing a case number and link to the Web-based support portal. Subsequent customer emails are sent as the case is updated.

KACE Appliances are available as both physical and virtual form factors, providing customers with a variety of deployment options and allowing them to leverage their investment in VMware Infrastructure.

Go to www.dell.com/kace for details.

Dell ProSupport for KACE Appliances

Technical support staff is available to assist with reproducible issues resulting from the normal use of KACE Appliances and to answer specific questions about product configuration and use.

Support included	Support not included
Questions or problems encountered during initial installation	Migration, mapping or importing data from third party applications
Production system failure	Installation or configuration of Active Directory, mail servers, network devices and other third party applications
Investigating and logging of suspected product defects	Creation or modification of custom SQL reports and service desk ticket rules
Product usage questions	Use of KACE products in conjunction with unsupported versions of operating systems, service packs, Web browsers and other third party products
Request for product enhancement	Configuration and administration of third party virtual infrastructure servers running a Virtual KACE Appliance
Product upgrade assistance	Creation of customer specific appliance scripts and managed installs, etc.
	Custom modification of appliance server code/internals

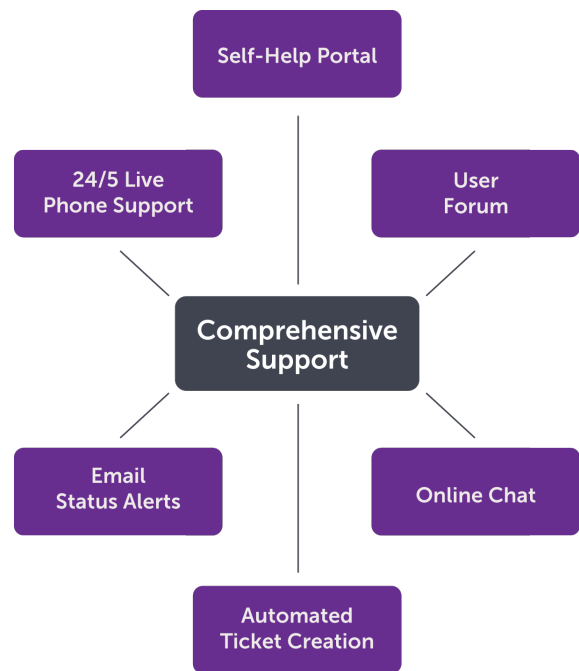
Version Support

KACE regularly releases new versions of its software. The availability of a new release is communicated via the Web-based support portal. KACE policy is to provide support for the current and previous release unless otherwise noted. It is strongly recommended that customers update the client software when upgrading to the most current server version.

Users of non-supported versions of KACE software may access the Web-based support portal to search the knowledge base for frequently asked questions related to the prior release. Customers who submit tickets related to a non-supported version will need to upgrade to the current release before the issue can be addressed by KACE technical support.

Customizations

Dell KACE technical support may refer customers to Dell Professional Services or Dell KACE partners for implementation-related issues dealing with custom reports, scripts and service desk ticket rules. Implementation assistance is offered on a separate fee basis and is not included under the maintenance and support agreement.



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¹Claim based on 2/15/2010 annual summation of GSS Capabilities Information, populated by Dell internal GSS Core Team members. While every effort is made to ensure the information given is accurate, Dell does not accept liability for any errors or mistakes which may arise. Specifications and other information in this document may be subject to change without notice. Dell and KACE are trademarks of Dell Inc. Dell disclaims any proprietary interest in the marks and names of others. Microsoft and Windows are registered trademarks of Microsoft Corporation.

