

# CONNECT AND PROTECT WORKERS ON THE GO WITH DELL PROSUPPORT MOBILITY SERVICES



Unleashing the workforce to conduct business anytime, anywhere, is a complex undertaking. Dell™ ProSupport Mobility Services offers a comprehensive suite of professional support services designed to improve worker productivity with flexible, comprehensive asset and data protection services and global data recovery and destruction services.

**E**nterprise workforces are getting the job done in more places than ever before—and highly mobile workers need the attendant support in increasingly remote and untraditional locations. However, helping to ensure mobile worker uptime and safeguard the organizational data they rely on is no easy feat. For example, lost or stolen laptops impede productivity and can compromise data security, as can laptops that are disabled because of system failure or physical damage. But tracking and recovering lost or stolen laptops that may be anywhere in the world and securing sensitive data that resides on them significantly broadens the scope of traditional IT support. Diagnosing, fixing, or replacing a broken laptop and recovering or safely destroying resident data is also a major challenge.

To help simplify support for mobile workers, Dell has launched Dell ProSupport Mobility Services, a comprehensive suite of professional asset and data protection solutions that can help organizations ranging from small businesses to public institutions and large global enterprises securely and flexibly improve mobile worker productivity, safeguard organizational data, and protect valuable mobile assets. Dell ProSupport Mobility Services are available on select Dell commercial laptops, and are part of the Dell ProSupport portfolio of flexible, customizable professional support services (see the “Dell ProSupport: Professional-grade IT” sidebar in this article).<sup>1</sup>

## PROTECTING WORKFORCE ASSETS

When laptops are lost or stolen, all too often the result is lost productivity, lost resource investment, and compromised data security. Dead laptop batteries, meanwhile, can be expensive to replace and a hassle to dispose of safely. The Dell ProSupport Laptop Tracking and Recovery Service is designed to help organizations recover lost or stolen laptops wherever they may be, while the Extended Battery Service offers the ability to extend the terms of laptop battery coverage for the remainder of the laptop's limited hardware warranty,<sup>2</sup> up to three years

**Laptop Tracking and Recovery.** If a laptop is lost or stolen, the Dell Recovery team galvanizes to identify its location and then partner with local law enforcement to help recover it. For example, once a missing laptop connects to the Internet, the Dell Recovery team can be automatically notified of its location. If a laptop is equipped with Global Positioning System (GPS) technology, the system just needs to be powered up for the Dell Recovery team to further pinpoint its location and then share specific coordinates to aid recovery efforts.

**Extended Battery Service.** The Extended Battery Service is an option available at time of purchase on Dell Precision™, Latitude™, and Vostro™ laptops with the purchase of a limited hardware warranty period greater than one year. This service extends the term of coverage for laptop computer batteries, not to

<sup>1</sup> Availability and terms for Dell Services vary by region. For more information, visit [DELL.COM/ServiceDescriptions](http://DELL.COM/ServiceDescriptions).

<sup>2</sup> For more information, visit [DELL.COM/Warranty](http://DELL.COM/Warranty).

<sup>3</sup> For more information and terms of service, visit [DELL.COM/ServiceDescriptions](http://DELL.COM/ServiceDescriptions).

exceed the length of the customer's laptop limited hardware warranty and service contract, or three years, whichever is less.<sup>3</sup> With the Extended Battery Service, Dell both sends out a replacement battery and recovers and safely disposes of the old battery.

## PROTECTING WORKFORCE DATA

Mobile workers often rely on valuable organizational data to perform their duties, but having sensitive data on mobile systems puts that data at risk of being lost, compromised, or stolen. Dell ProSupport Mobility Services offers a range of data protection services that can help organizations protect valuable data in the event of laptop loss, theft, or failure.

**Remote Data Delete.** Data residing on a lost or stolen laptop is at risk of being compromised. The Dell ProSupport Remote Data Delete Service works in conjunction with the Laptop Tracking and Recovery Service and is designed to remotely delete sensitive data from a laptop to help prevent it from getting into the wrong hands.

**Hard Drive Data Recovery.** When a hard drive fails anytime during the limited hardware warranty period—whether from system errors, physical injury, or an unexpected event—the resident data is at risk of being lost. Despite best-practices guidelines to back up hard drives frequently, mobile users seldom comply with that procedure. To help fill that gap, the Dell ProSupport Hard Drive Data Recovery Service is designed to recover data from Dell Precision, Latitude, and Vostro laptops most anywhere in the world.

**Certified Data Destruction.** A failed hard drive may contain sensitive information that needs to be permanently removed. However, destroying data on a hard drive can be complex and time-consuming, and strict legal and regulatory compliance requirements often govern data destruction. The Dell ProSupport Certified Data Destruction Service is designed to wipe a hard drive clean and help organizations meet data destruction compliance requirements. In particular,

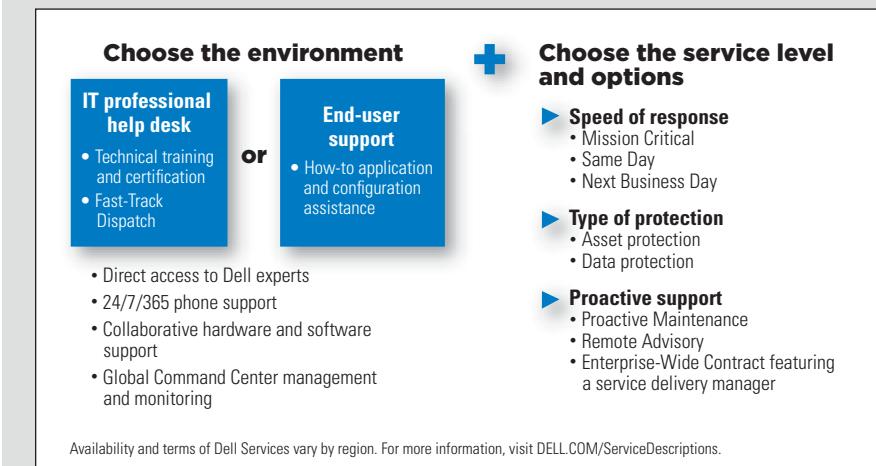
# DELL PROSUPPORT: PROFESSIONAL-GRADE IT

Traditional IT support offerings can be rigid—shoehorning organizations into service models that may not match their individual requirements. Dell ProSupport offers two flexible support models that organizations can customize with configurable levels of service including speed of response, levels of asset and data protection, and proactive support options (see Figure A):

- **Dell ProSupport for IT:** Provides tech-to-tech support for organizations with an IT staff
- **Dell ProSupport for End-Users:** Supports small businesses and organizations that do not have an internal IT staff

By spanning a wide range of service offerings, Dell ProSupport is designed to support an organization's entire IT environment from the desktop to the data center and beyond. Key features of Dell ProSupport include Fast-Track Dispatch for streamlined access to parts and technicians, collaborative support with third-party hardware and software vendors, and step-by-step support for end users. For more information on Dell ProSupport, visit [DELL.COM/ProSupport](http://DELL.COM/ProSupport).

Dell ProSupport also operates Global Command Centers that are available around the clock. Based in several locations throughout the world, Dell Global Command Centers manage cases from end to end, including routing parts and dispatching expert technicians to help organizations speed problem resolution and minimize business disruption—all through a single point of contact. For more information on Dell Global Command Centers, visit [DELL.COM/GCC](http://DELL.COM/GCC).



**Figure A.** Dell ProSupport Services offers flexible and configurable asset and data protection

this service destroys data on a failed hard drive, provides a certificate of destruction, and safely disposes of the drive.

## ENHANCING PRODUCTIVITY

By enhancing support for mobile workers and their assets, Dell ProSupport Mobility Services can help organizations improve workforce productivity and ensure business continuity virtually anywhere in the world. Also, with advanced asset and

data protection options, Dell ProSupport Mobility Services can help organizations increase security as well as protect their investments. And because Dell ProSupport Mobility Services are part of the flexible, configurable Dell ProSupport portfolio, organizations can easily and flexibly identify the services that are just right for them. For more information about Dell ProSupport Mobility Services, visit [DELL.COM/ProSupport/Mobility](http://DELL.COM/ProSupport/Mobility).