ProSupport Plus Support Plan of Record

ProSupport Plus improves hardware performance and stability through environmental intelligence and proactive support delivered by elite ProSupport Plus engineers and a dedicated technical account manager.

Company name: XXXX
xxxx
Italy

1   Customer profile

1.1   Overview

1.2   Critical business needs

2 Critical system inventory

2.1 Systems supporting customer's objectives

3 Communication information

Purpose is to provide key contact information and agree to all communication in terms of type, media, frequency and target audience.

3.1 Monthly report distribution
The full ProSupport Plus reporting suite is available only with the implementation of SupportAssist.

Key stakeholder	Designation	Report distribution	Review frequency

3.2 Customer contacts

Region	Stakeholder name	Position	Email address	Phone	Mobile

3.3 Dell contacts

Region	Stakeholder name	Position	Email address	Phone	Mobile
EMEA	Sergiacomi Roberto	TAM	Roberto_Sergiacomi@dell.com	+33 (0)499756165	+33 (0)669431025

4   Customer's processes

A. Customer incident process flow and trigger into Dell process

B. Customer system maintenance windows (downtime)

C. Customer change control process (system maintenance)

D. Customer business impact definitions for severity levels

Dell Severity	Customer Business Impact	Comment
SEV 1		
SEV 2		
SEV 3		

5   Terms and conditions

For more information regarding terms and conditions, please refer to ProSupport Plus Service Description [here](#)