



Get ahead of the problem by choosing Dell Premium Support Plus with SupportAssist technology

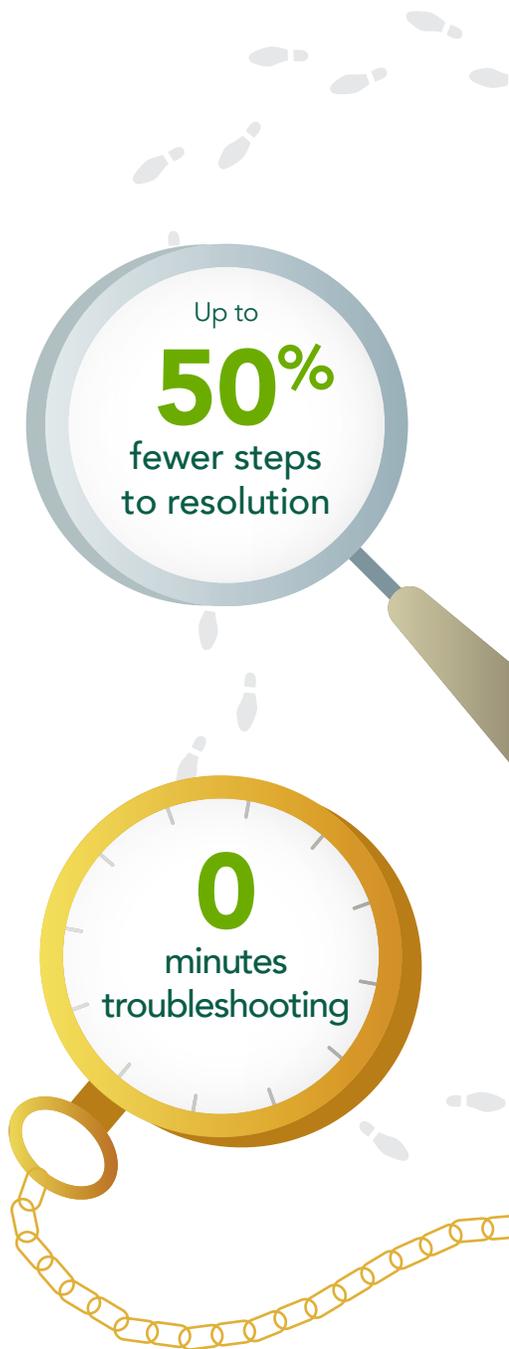
The proactive service plan saved time and effort

Dell™ Premium Support Plus with SupportAssist technology takes service plans to the next level. This automated solution recognizes when there's a problem with your PC, identifies the issue, notifies you that there's something wrong, and automatically provides Dell Tech Support with the information they need to resolve the problem—greatly reducing the amount of time you need to spend dealing with the problem yourself.

To prove this, we simulated hardware failures in two identical Dell laptops—one covered by a Basic Hardware Service, and one covered by Premium Support Plus with SupportAssist technology.

Premium Support Plus with SupportAssist technology started paying for itself as soon as we powered up the laptop—the instant diagnostic capabilities included in the premium package saved us a lot of hassle and resolved the issue. With the Basic Hardware Service, we had to notice something was wrong, diagnose the problem, and run a hardware scan ourselves before the automated resolution process kicked in.

Read on to discover how purchasing Premium Support Plus with SupportAssist technology can make a real difference when an issue occurs.



Get the help you need, without the pain

When your PC isn't working correctly, do you try to fix it immediately or live with the problem until you can't stand the inconvenience anymore? A good service plan can help as soon as you notice there's something wrong, but one that proactively detects and reports issues as soon as they occur can resolve the issue sooner.

We simulated hard drive issues in two identical Dell laptops—one covered by Dell's Basic Hardware Service and the second by Premium Support Plus with SupportAssist technology to compare the two support experiences.

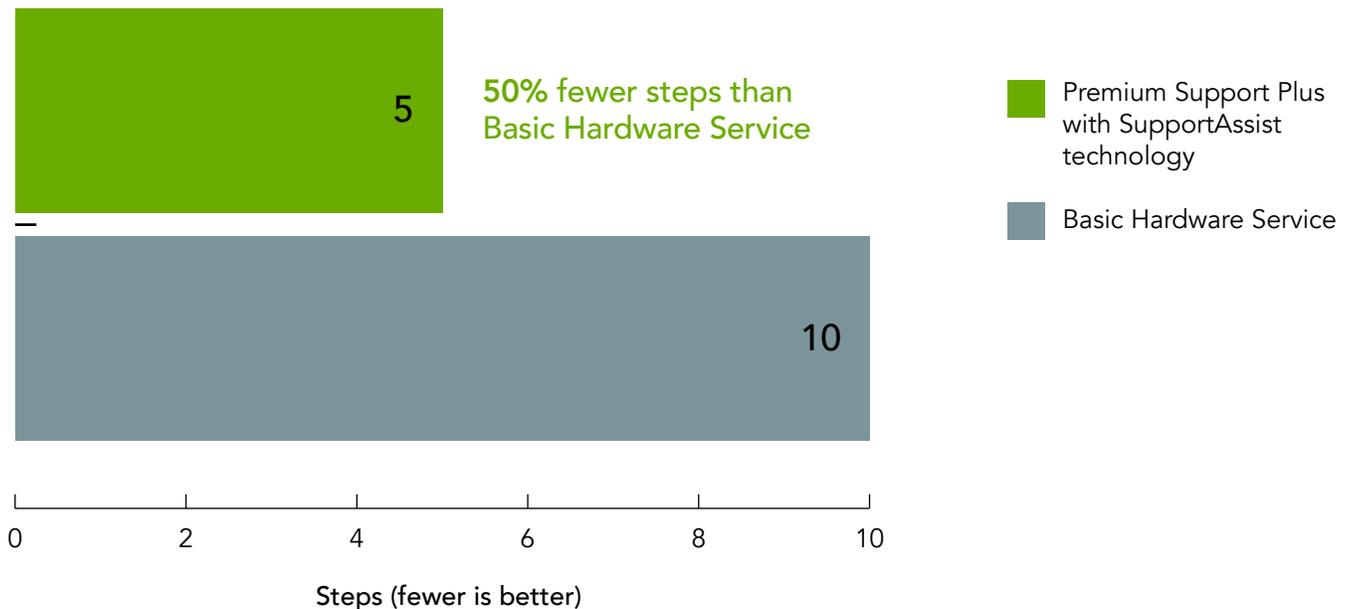
We found that Premium Support Plus with SupportAssist technology saved us from having to be our own tech support. The Basic Hardware Service isn't proactive, so the diagnosis and resolution process required more work on our end.

Save effort with a proactive process

Our hands-on testing proved that choosing Premium Support Plus with SupportAssist technology, which proactively identifies and diagnoses the problem, over the Basic Hardware Service can save users a significant amount of effort in resolving the issue.

Premium Support Plus with SupportAssist technology advantages:

- SupportAssist detects the problem and starts the resolution process on its own—with Basic Hardware Service, you must troubleshoot and start the resolution process yourself.
- If needed, a qualified Dell technician can replace the part onsite*—with Basic Hardware Service, you must return the PC to Dell for repair or replace the part yourself.



*Onsite service is not required in all situations and may require remote diagnosis with SupportAssist, online support tools, or a phone technician prior to the dispatch of a technician or part. Response times will vary depending on product's geographic location.

Detailed results

Premium Support Plus with SupportAssist technology



The Premium Support Plus with SupportAssist technology service plan detected a problem and started a scan as soon as we simulated an issue with the hard drive. Once the scan was complete, a message flashed on the screen, notifying us that the problem had been identified. All we had to do was confirm our contact information and shipping address. We received an email from Dell Tech Support even before we hit the “Finish” button at the end of this task. The email confirmed that SupportAssist had notified Dell about the issue and a Support Request for the replacement hard drive was underway. The entire resolution process took under 4 minutes.¹

In contrast, coverage under the customer-driven Basic Hardware Service meant we had to discover and troubleshoot the problem ourselves before Dell Tech Support could start the resolution process.

Basic Hardware Service



Because the Basic Hardware Service diagnosis and resolution process is customer driven, and customers vary widely in their knowledge of computers, it would be impossible for us to determine how long the “average customer” would need to detect our simulated hardware failure.

Therefore, we assumed that the customer already knew the problem was due to a failing hard drive and ran the correct scan right off the bat. It could take some users days or even weeks to realize the issue was a failing hardware component.

Our streamlined troubleshooting process, which included manually scanning the computer to diagnose the problem, and receiving confirmation that the replacement part was on its way, took just under 7 minutes.¹

When your Dell laptop is covered under the Basic Hardware Service, you must either choose to run a “Default” scan that will take 10 minutes or a “Stress” scan that will take 15 minutes. You can also navigate the diagnosis menu yourself and scan for a specific hardware or software issue as we did. There are 22 device options, including “Scan Hard Drive”, to choose from. If you match the correct scan with the actual problem, your diagnosis process could be as short as ours was.

In contrast, Premium Support Plus with SupportAssist technology confirmed that a replacement part was on the way in under 4 minutes and we didn’t have to do any troubleshooting or start the resolution process ourselves.



Conclusion:

Many people buy service plans, just in case. We found purchasing Premium Support Plus with SupportAssist technology can make a real difference when an issue occurs. In both cases, Dell Tech Support helped as soon as they knew there was a problem, but Premium Support Plus with SupportAssist technology eliminated a lot of work in recognizing and diagnosing the situation, leading to a fast, accurate resolution.

It is possible that users with only the Basic Hardware Service could live for a long time with a problem they didn't know how to diagnose or even identify. Premium Support Plus with SupportAssist technology automatically scanned the system and proactively initiated a replacement process by itself; all we needed to do to get our issue resolved was click a few buttons confirming contact and shipping information.

1 See [Appendix C](#) for detailed process steps

On March 17, 2017, we finalized the hardware and software configurations we tested. Updates for current and recently released hardware and software appear often, so unavoidably these configurations may not represent the latest versions available when this report appears. We concluded hands-on testing on April 13, 2017.

Appendix A: System information

System	Dell Inspiron™ 15 5000
Processor	Intel® Core™ i5-7200U
Processor frequency	2.5 GHz – 3.1 GHz
Processor cores	2
Memory (GB)	8 DDR4
Storage capacity and RPM	1 TB 5,400
Graphics	Intel HD Graphics 620
Battery capacity (WHr)	42
Display	15.6"
Wireless	Intel Dual Band Wireless-AC 3165
Bluetooth®	4.0
OS	Windows® 10 Home

Appendix B: How we tested

We simulated hardware failures in two identical Dell laptops. The only difference was that one laptop was supported by Dell's Basic Hardware Service and the other laptop was supported by Premium Support Plus with SupportAssist technology. Then we carefully timed and documented how much time and effort we invested in each service plan's diagnosis and resolution process.

Premium Support Plus with SupportAssist technology

Preparing for the test

1. Register system with Dell.
2. Make sure internet connection is stable.

Conducting the test

Record the diagnosis time between steps 2 and 4 and the resolution time between steps 4 and 5

1. Run script to simulate hardware failure.
2. When Engage Support screen appears, click Next.
 - a. The Contact and Shipping Address screen appear
3. Verify contact info and shipping address, if it's not there, type it in, and click Next.
4. Once you have received a Support Request # and notification that Dell Tech Support will be contacting you, click Finish.
5. You receive email confirmation including Case Number.

Basic Hardware Service

Preparing for the test

1. Register system with Dell.
2. Make sure internet connection is stable.

Conducting the test

Record the diagnosis time between steps 2 and 11 and the resolution time between steps 11 and 12

1. Run script to simulate hardware failure.
2. Open SupportAssist.
3. Wait for refresh icon to stop spinning.
4. On the computer diagnosis homepage, click Checkup.
5. Click Scan a Specific Device on System Scan tab.
6. Scroll to Storage Devices section, and click Hard Drive.
7. Wait for hard drive diagnosis.
 - a. Engage Support window appears.
8. Follow instructions to address the issue.
9. On Engage Support screen, click Next.
 - a. The Contact and Shipping Address screen appears
10. Verify contact info and shipping address, if it's not there, type it in, and click Next.
11. Once you have received a Support Request # and notification that Dell Tech Support will be contacting you, click Finish.
12. You receive email confirmation including Case Number.

Appendix C: Manual steps to resolution

Steps	Premium Support Plus with SupportAssist technology	Basic Hardware Service
1	SupportAssist will automatically detect a problem and start a scan. You will receive an error message and instructions on how to proceed.	You must notice that there's a problem.
2	Engage Support window pops up.	Start a scan.
3	Verify contact and shipping information.	Choose Scan a Specific Device.
4	Receive Support Request number.	Select Hard Drive under the Storage Devices tab.
5	Receive email confirmation of Case Number.	Run a hard drive scan.
6		Detect a hard drive failure.
7		Engage Support window pops up.
8		Verify contact and shipping information.
9		Receive Support Request number
10		Receive email confirmation of Case Number.

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