DCLTechnologies

ProSupport Suite for PCs



Self-healing automation is here

Optimize PC performance and resolve PC problems without human intervention or end user disruption.

Maximize PC uptime with AI-driven technology, self-healing automation and efficient assisted support when you need it.



Get connected for a richer experience

2

Choose your support offer

- ProSupport
- ProSupport Plus
- ProSupport Flex

Connect to SupportAssist for Business PCs

Take advantage of our Al-driven automation by connecting your entitled devices

Security first. Secure real-time monitoring that collects only the information needed to resolve issues, keeping it secure in the process.

Access fleet data via TechDirect

3

A single portal for end-toend IT control, anytime anywhere

Why connect?

IT leaders agree on benefits of AI-powered connectivity technology from IT service providers

of IT decision makers want automated tools and technologies to allow staff to spend more time on innovation¹

77%

ProSupport Suite supports customers like no other service can

Save up to 641 hours

of admin time per year on recurring tasks for a 1,000-device fleet² ProSupport Plus for PCs offers the most comprehensive capabilities in a single solution – without the need to stack services³

Only support service to provide **automated custom update catalog** More commercial client customers rated Dell excellent for remote technical support than HP Inc. and Lenovo⁴

More commercial client customers **rated Dell excellent for onsite hardware repair** than HP Inc., Lenovo and Apple⁴

Initiate driver and

firmware updates for an entire fleet in as little as 37 seconds²

management and deployment⁴ and custom rules engines to automate and customize the way you do IT



Automate and customize to eliminate downtime



Take it from some of our ProSupport Suite customers







85 Technical support sites⁵





) 95% Technical support CSAT rating⁶

€ 30K PCs configured daily⁵

€ 55+ Languages⁵ 650+ Parts distribution centers⁵

2K+ Service centers⁶

23M Annual dispatches⁵

6 Services command centers⁵

¹A commissioned study conducted by Forrester Consulting on behalf of Dell, September 2024.

²Based on a Principled Technologies test report, "Simplify PC management and save IT admin time with an automated support service," dated November 2023. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <u>https://facts.pt/PELu7lm</u> ³Based on Dell analysis, January 2025, comparing top competitive commercial PC support options, excluding managed and DEX services.

⁴Based on Dell analysis, August 2024, using double-blind, competitive benchmark Net Promoter Score (NPS) data gathered in May 2024 by third party commissioned by Dell

⁵Based on Dell Technologies internal numbers, Jan 2024.

⁶Based on Dell Technologies internal numbers, Jan 2025.

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