



# 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.

 Self-heal before issues occur	 Improve Productivity	 Benefit from hyper-efficient resolution
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## Get connected for a richer experience

- 1

**Choose your support offer**

  - ProSupport
  - ProSupport Plus
  - ProSupport Flex
- 2

**Connect to SupportAssist for Business PCs**

Take advantage of our AI-driven automation by connecting your entitled devices
- 3

**Access fleet data via TechDirect**

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

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

### Why connect?

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



## ProSupport Suite supports customers like no other service can

Save up to <b>641 hours</b> of admin time per year on recurring tasks for a 1,000-device fleet <sup>2</sup>	ProSupport Plus for PCs offers the <b>most comprehensive capabilities in a single solution</b> – without the need to stack services <sup>3</sup>
Initiate driver and firmware updates for an entire fleet in as little as <b>37 seconds</b> <sup>2</sup>	Only support service to provide <b>automated custom update catalog management and deployment</b> <sup>4</sup> and custom rules engines to automate and customize the way you do IT

## Automate and customize to eliminate downtime



-  Self-healing
-  Holistic view of Dell fleet
-  AI-driven metrics and trends
-  Seamless updates

## Take it from some of our ProSupport Suite customers



## Why Dell for services?

200M+ Assets supported	3.7M+ Issues predicted annually
36+ TB Of telemetry data daily	6 Services command centers
>60K Service & Partner Professionals	170 Countries
24 x 7 x 365 Support anytime	

Based on Dell internal numbers, November 2023.

<sup>1</sup>A commissioned study conducted by Forrester Consulting on behalf of Dell Services, "IT Leaders Need IT Services to Achieve Business Outcomes," March 2023.  
<sup>2</sup>Based 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: <https://facts.pt/PELU7Im>  
<sup>3</sup>Based on Dell analysis, December 2023.  
<sup>4</sup>Based on Dell analysis, October 2023.