Proactive monitoring, modern provisioning and security for endpoint devices

PROMANAGE

Health and performance monitoring and management for Windows 10 computers and BYO devices

Device Management with Microsoft Endpoint Manager

Leveraging cloud-based capabilities to streamline device provisioning, application availability, and updates

To ensure end-user systems and devices work at optimal performance, Dell ProManage Device Management with Microsoft Endpoint Manager (MEM) provides proactive monitoring, updating and optimizing for the environment and devices. We monitor device health, performance and application usage of your Dell and non-Dell Windows 10 systems as well as iOS, iPadOS and Android smartphones or tablets. Devices can be customer owned, BYOD or device-as-a-service – onsite or remote.

Our service begins with cloud-based modern provisioning and application packaging so that end users get up and running fast with the right tools for their jobs. Autopilot profiles are set up to configure Windows 10 systems based on your requirements. We create customizable Windows installer-based application packages from a library of popular software titles.

ProManage Device Management with MEM also includes management of monthly quality updates and the Fall Windows 10 feature release. We employ a thorough process to ensure only applicable and tested updates are pushed out at the right time.

MEM has robust security features and our service helps you manage these capabilities to secure data, devices and identities against cyber-threats. This includes configuring and managing Microsoft Defender Antivirus and Advanced Threat Protection. We set policies for controlled folder access, encryption, and restrictions on copying files to external storage. Identity and access management includes multi-factor authentication and self-service password reset.

The Dell ProManage team utilizes Microsoft Desktop Analytics to provide you with reports with actionable insights for key areas with proactive suggestions to increase system performance.

Key benefits:

- Timely updates and thorough monitoring ensure device health and performance

- Modern, cloud-based provisioning and application packaging get users up and running fast

- Consistency, stability and reliability across the managed environment

- Data, devices and identities are secured against cyber threats

- Controls on unauthorized access and copying of corporate data

- Reports and analytics with actionable insights

Remote monitoring

- Monitor device health, performance, application usage
- Monitor mobile platforms (iOS, iPadOS, Android) for proper functioning

Provisioning

- Create & manage customer-specific modern provisioning packages to configure Windows 10 to customer defined requirements
- Create customizable Windows 10 installer based application packages

Management

- Ensure that smartphones and tablets running iOS, iPadOS or Android are configured to a standard and approved set of applications and policies
- Generate reports with Microsoft Desktop Analytics, including actionable insights for key areas

Updates

- Provide endpoints with the fall release of the bi-annual Windows 10 feature releases
- Quality updates distributed monthly – including security fixes
- Identify appropriate OS and software patches for customer environment and rigorously test changes as a group

Security and Identity Management

- Configure and manage Microsoft Defender Antivirus and Advanced Threat Protection
- Monitor devices for threats, report alerts to customer, and take action based on pre-defined rules and response plan
- Configure controlled folder access, USB device control, and Bitlocker encryption
- Assist customer with security policy, SSPR and configuration of multi-factor authentication
- Enterprise wipe all managed resources that are put out of service

Get control of your device management today with Dell

Dell ProManage Device Management with Microsoft Endpoint Manager is a comprehensive offering that spans device provisioning, ongoing monitoring and management, and device security. Device health and performance are maintained and when problems do occur, you'll be notified quickly and our experts will immediately begin troubleshooting. And we help you leverage the robust security features in MEM to protect against threats and data loss as well as control access.

For more information, please contact your Dell Technologies representative or visit Dell Technologies Managed Services

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