

## ProSupport Flex for PCs

# Flexible support options to supplement your in-house IT



 Flexible options to extend capabilities as you need

 Supplement your in-house IT with additional support features

 Tailored for customers with a minimum of 1,000 devices need

The ideal choice for self-maintaining customers with large number of PCs and robust IT capabilities. Our solutions are built on standard support service components that leverage our global scale and can be assembled in a combination that perfectly fits your needs.



## Self-heal with AI

- Tap into a library of scripts or create custom workflows to automate tasks and remediate issues across your fleet
- Automate creation and deployment of custom update catalogs for Dell BIOS, driver, firmware and applications
- Detect and resolve issues automatically before they create disruptions for your employees



## Examine the health of your devices and fleet

- See a holistic view of your fleet all in one dashboard
- Dive into issues on a particular PC
- Discover trends with utilization metrics
- Root cause issues and apply solutions to entire fleet



## Built on the foundation of our exceptional support

- Get AI-powered 24x7 support, onsite next business day service with access to in-region ProSupport experts, and optional coverage for accidental damage repairs and the ability to keep your hard drive if replaced
- Benefit from a Technical Customer Success Manager, a primary point of contact that engages early to help throughout the lifecycle of entitled devices, develops a tailored success plan and educates on our technologies and services

# ProSupport Flex for PCs: Modular solutions to meet your needs

## Self-Healing Automations *via Support Assist AI Technology*

<b>Library of Dell-authored scripts to automate tasks and remediate issues</b>	Choose from a list of scripts (code that automates processes) to detect and fix problems such as blue screen errors and more.
<b>Automated PC optimizations</b>	Perform automatic software optimizations to clean files, tune performance, optimize networks and remove viruses and malware.
<b>Custom catalogs for remote BIOS, driver and firmware updates</b>	Generate update catalogs with your specs and deploy remotely from TechDirect portal.

## Proactive Monitoring *via Support Assist AI Technology*

<b>Customizable dashboard in TechDirect portal</b>	View in-depth details and trends in an easy format that you can adjust based on your needs.
<b>Fleetwide view of security, health and application experience scores</b>	See a security risk assessment, performance health, and crash analysis for OS and applications.
<b>Proactive and predictive hardware alerts with auto dispatch</b>	Get proactive alerts that automatically detect issues and create a support case. Go a step further with predictive, AI-powered alerts that resolve detected issues by identifying the proper replacement part and shipping it to you.
<b>System-level performance and utilization metrics</b>	Monitor hardware and software utilization, device stability, device age, and security details of individual devices.
<b>BIOS, driver, firmware and application version tracking for compliance</b>	See version data and details for organizational compliance-related needs.
<b>PC inventory with sites and grouping for asset management</b>	Organize your fleet for easy tracking.

## Support Essentials

<b>Technical support with AI-driven troubleshooting tools - 24x7</b>	Get efficient problem solving from tech support agents who are leveraging AI-based recommendations.
<b>In-region ProSupport expert assistance for hardware and software issues</b>	Direct access to in-region ProSupport engineers trained in compatibility, interoperability and software.
<b>Next business day onsite repair<sup>1</sup></b>	Get NBD onsite hardware repair after remote diagnosis.
<b>International travel support</b>	Support for end users who are traveling internationally outside of their home country.
<b>Technical Customer Success Manager (500 system minimum)</b>	Benefit from a primary point of contact that helps throughout the lifecycle of entitled devices, develops a tailored success plan and educates on technologies and services.
<b>Keep Your Hard Drive Service - <b>Optional</b></b>	Retain your hard drive and its data if a replacement is needed. KYHD helps with security and compliance requirements (GDPR and HIPPA, for example).
<b>Accidental damage coverage<sup>2</sup> - <b>Optional</b></b>	Covers drops, spills and surges. Excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage.
<b>Extended Battery Service - <b>Optional</b></b>	Entitles you to a single battery replacement in case of failure after the first year.
<b>Term-based subscription - <b>US and Canada</b></b>	Spread support costs over the lifecycle of the devices with annual and monthly payment options (direct customers in US and Canada).

<sup>1</sup> Onsite service after remote diagnosis

<sup>2</sup> Accidental damage coverage excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year.



### Connect for a richer experience

SupportAssist, our AI-powered technology, allows you to manage your entire PC fleet from a modern, intuitive online dashboard and stay in control for better user experiences.

Learn more about [ProSupport Suite for PCs](#).