



# Proactive support with modern insights

## ProSupport for PCs

You need more than basic warranty service to keep your remote employees happy and productive. ProSupport for PCs combines 24x7 direct access to in-region IT experts and onsite next business day service with AI-driven, intelligent support to allow you to stay ahead of IT issues and employee frustration.



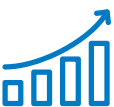
### Monitor the health of your entire fleet

Our health, application experience and security scores all on one dashboard give you a holistic view of your fleet and allow you to make a quick analysis of issues impacting your fleet and your employee productivity.



### Resolve issues proactively

With AI-driven telemetry and insights, you can proactively detect and resolve issues to minimize downtime and loss of productivity. We'll get an alert, automatically open a ticket and identify a path to resolution before you have a chance to call.



### Increase productivity

Modern insights provide crucial information about your Dell fleet, including recommendations for increased performance, identification of utilization trends and discovery of performance issues – on the entire fleet or a single PC.

Up to  
**16 fewer steps**  
to resolution over competitor's support plans\*

Dell resolves problems in  
**less time**  
and fewer steps than HP and Lenovo support plans\*

Up to  
**6x faster**  
time to resolution of hardware issues than our competitors\*

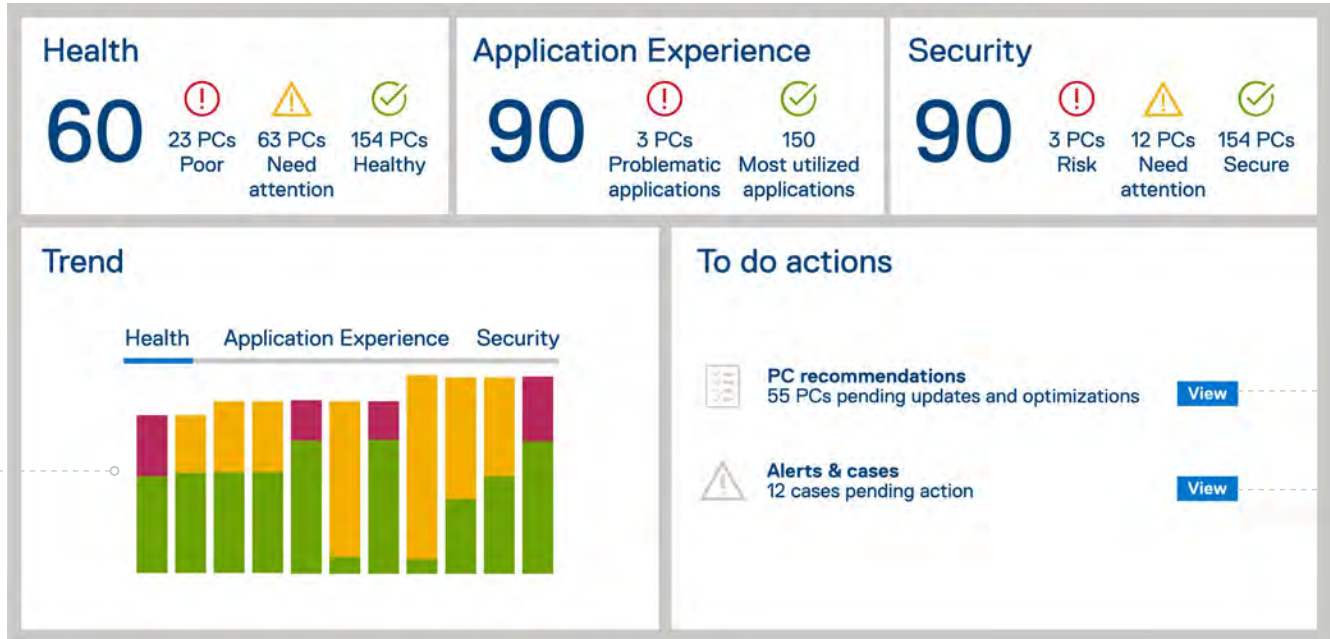
\*Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/ddv0ne9>

# Customizable dashboard provides a holistic view of fleet or individual devices



## Health, application experience and security scores

Quick analysis of the health of your fleet of Dell PCs with the ability to zoom in and pinpoint issues on a single device



Simulated dashboard

1

### AI-driven utilization metrics

Trends and performance issues are uncovered through real-time utilization metrics

2

### Early detection of issues

Predictive AI identifies issues before they become problems, automatically creates a case and provides a proactive path for resolution.

3

### Issue detection and resolution

Proactive detection of issues and automatic case creation resolves issues 6x faster than the competition\* to increase employee productivity

4

### Recommendations for increased performance

View intelligent insights and recommendations to identify PCs needing updates or optimizations



## Traditional support

ProSupport for PCs also includes world-class traditional support: 24x7 direct access to in-region ProSupport experts, hardware and software support and onsite next business day service.

