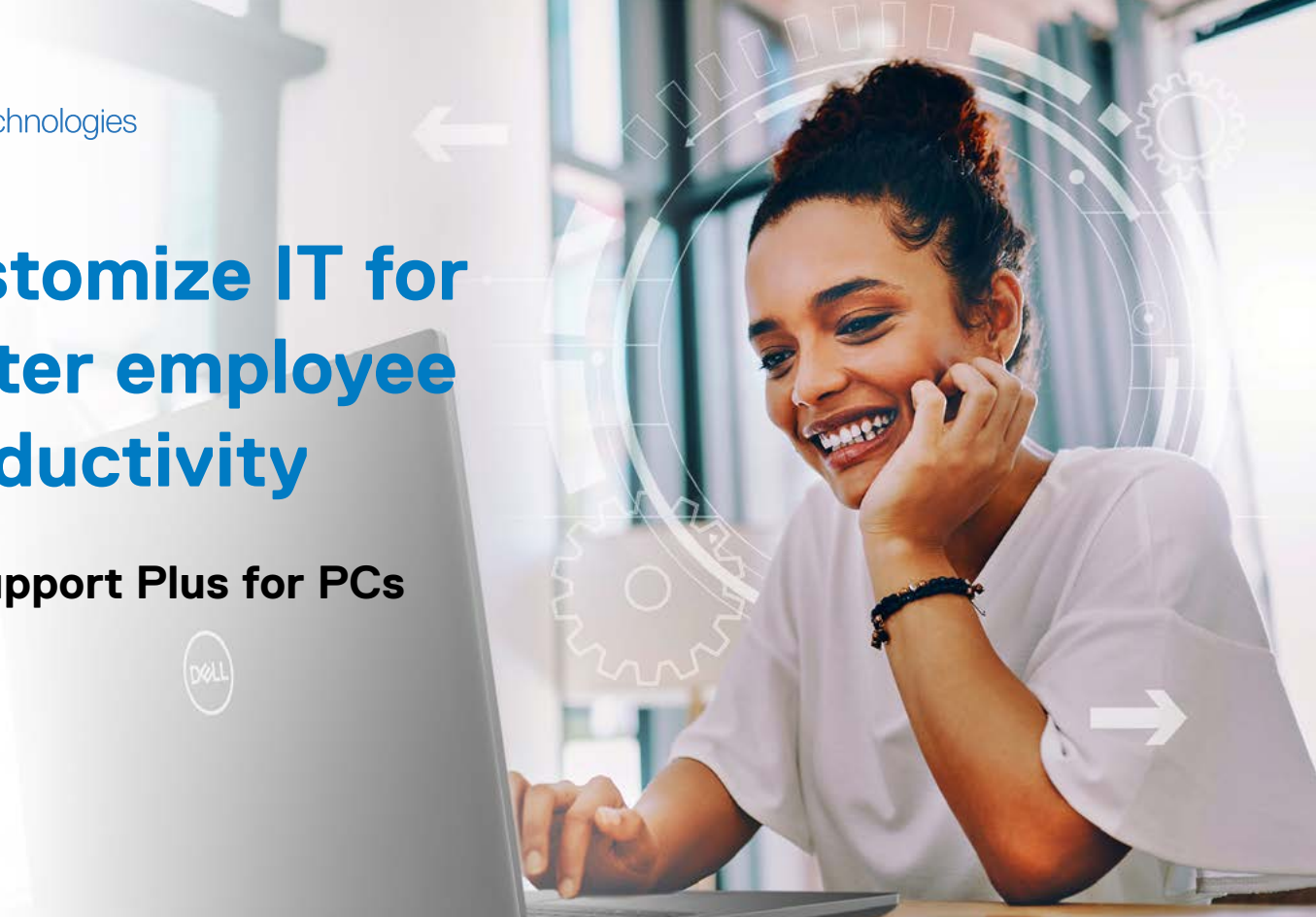


Customize IT for better employee productivity

ProSupport Plus for PCs



Our modern, intelligent support is moving the industry light years past the support foundation you've come to expect. ProSupport Plus for PCs helps IT admins automate and customize upgrades and resolve issues remotely while keeping employees productive and happy.



Zoom into the health of your fleet

Gauge the health of your fleet or a single device and remotely resolve developing issues. See and act on health, application experience and security scores from a single dashboard and your desk chair.



Keep a pulse on employee experience

Stay ahead of employee frustration by taking action on utilization metrics, uncovering performance issues and trends and using tailored recommendations for seamless and remote updates.



Customize the way you do IT

Customize the way you resolve issues for your employees with automated, customizable rules that define remediation workflows and the ability to detect and resolve issues before they create disruptions for your employees.



First support service to provide actionable health, application experience and security scores on one dashboard¹



First support service to provide automated remote remediation¹



Only support service to provide automated custom update catalog management and deployment¹

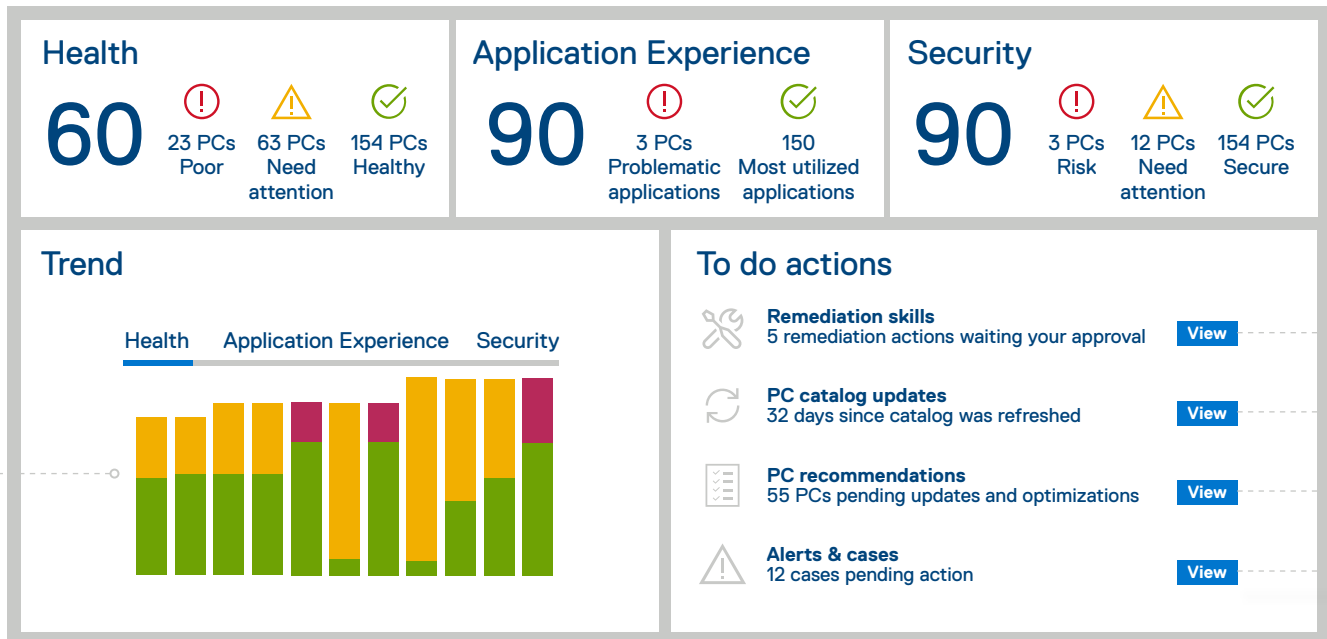
¹Based on Dell analysis, August 2021

Customizable dashboard provides a clear view of fleet or individual devices



Health, application experience and security scores

Telemetry, scores, alerts and recommendations provide a holistic view of your fleet of Dell PCs. On a single screen, gauge the percentage of devices that are healthy, at risk or impaired.



Simulated dashboard

1

1 AI-driven utilization metrics

Trends and performance issues are uncovered through real-time utilization metrics, allowing IT to root cause and resolve problems across the Dell fleet.

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 Tailored recommendations

Actionable, intelligent recommendations for optimizing, upgrading and repairing PCs to increase productivity for employees.

4 Custom update catalog management

Automated, custom update catalog creation and deployment delivers seamless, remote updates for Dell BIOS, driver, firmware and applications.

5 Remote resolution

Define and orchestrate remote remediation workflows. Organize by work groups or functions. Choose auto update or repair on your own.

Repairs and retention

Protect your investments. ProSupport Plus for PCs includes repairs and replacements for accidental damage and the ability to retain your hard drive and its data should it need replacement.

Traditional support

24x7 priority access to in-region ProSupport experts, hardware and software support and onsite next business day service.

Service Account Manager

Provides designated support for escalation management, incident reporting and asset base/account planning*.

*Must have 500 or more ProSupport Plus devices

Subscription model

Spread support costs over the lifecycle of the device with annual and monthly payment options (direct customers in US and Canada).