

## ProSupport Plus for PCs

# Automate and customize support to eliminate downtime



Our AI-driven technology, self-healing automation and efficient support continues to redefine the support foundation you've come to expect. ProSupport Plus for PCs helps IT admins automate and customize their PC support to eliminate downtime across their fleet – keeping employees productive and happy.



### 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 coverage 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<sup>2</sup>

## ProSupport Plus for PCs

The most comprehensive capabilities in a single solution – without the need to stack services<sup>1</sup>

Simplify PC management and save IT admin time<sup>3</sup>



641 hours

of admin time saved per year on recurring tasks for 1000 device fleet



37 seconds

Time to initiate device driver and firmware updates for an entire fleet

<sup>1</sup> Based on Dell analysis, December 2023.

<sup>2</sup> For customers with more than 500 ProSupport Plus devices

<sup>3</sup> Based on a Principled Technologies report, "ProSupport Plus vs manual approach comparison report" November 2023. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: (<https://facts.pt/PELu7lm>)

# Get it all with ProSupport Plus for PCs

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

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|--|---|
| <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*

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| <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

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|---|--|
| <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>Priority Access</b></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>   | 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>   | 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](#).