Get connected to SupportAssist for Business PCs to unlock the power of Al-driven, support automation.

Your Al-driven, PC support automation technology is SupportAssist. It's our smart technology that confidently keeps your PC fleet running its best anytime, anywhere. When you deploy SupportAssist via TechDirect, your PCs can now self-heal with our library of remediation scripts, and you get visibility to your entire fleet with telemetry-driven insights. With ProSupport Suite for PCs, you unlock the

differentiating technology that uses machine learning to remotely identify and resolve developing issues, before some even happen. And, did we mention, your experience is completely customizable to your business needs?

Centrally manage and monitor your PCs anytime, anywhere for uninterrupted PC performance



Sign-up for a free account in TechDirect, our online customer portal



SupportAssist to your fleet of PCs



Manage and monitor PCs centrally, unlocking additional features with the ProSupport Suite for PCs

Take the steps to get connected

Before getting started, review the **Deployment Guide**.



to deploy? Meet minimum system requirements

Do you have what you need

- A TechDirect account with
- administrator access Your proxy details
- ✓ A deployment tool (e.g. SCCM)

for first-time users.

Sign in to TechDirect with your existing credentials, or set up a new account in minutes

• If you are a new user, you must associate your account with your company and

Set up your company for Connect & Manage in TechDirect.

- enroll as a company administrator.
- Enroll in the service by reviewing and accepting the Terms & Conditions. Add technician users and designate roles for administration.

and manage PCs across your environment.

Configure your download package by completing the settings for how you will monitor

save the package to your PC.

Download your customized package, launch the deployment package manager, and

Use your preferred deployment tool to push SupportAssist to your fleet.

Start using SupportAssist to easily manage your Dell PCs and alerts, take action to update and optimize systems, and gain insight into the performance of your fleet.

Have more questions? Attend a webinar to connect with an expert or view a recording!

• Self-healing automation optimizes and resolves specific PC problems without human intervention or end-user disruption support with Al Resolve issues with real-time monitoring that proactively identifies

and resolves issues

impacting issues

Once connected, unlock the power to:

remediates Deliver hassle-

free experience anytime, anywhere

that predicts and

Get smarter

 Virtually eliminate unplanned downtime by predicting issues before they happen²

• Ensure productivity with updates to drivers, BIOS and firmware

• Optimize PC experience for your team • Protect your environment with virus and malware removal

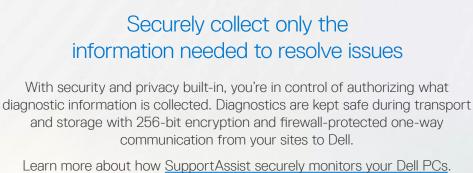
Keep your team productive with

telemetry-backed

recommendations

 Make better data-driven decisions based on refresh and utilization tracking

· Get ahead of disruptions with insight into performance



How do I access SupportAssist features in TechDirect? Features vary depending on your service level.

You can experience the full set of features with ProSupport Plus.

Basic

ProSupport

ProSupport Plus

1,000+ devices required ProSupport

Custom catalogs for remote BIOS, driver and firmware updates Proactive monitoring via SupportAssist AI technology Customizable dashboard in TechDirect portal

Automated PC optimizations

Fleetwide view of security, health and application experience scores Proactive and predictive hardware alerts with auto dispatch System-level performance and utilization metrics BIOS, driver, firmware and application version tracking for compliance PC inventory with sites and grouping for asset management Turn on auto-update during configuration to ensure you always have the latest Tips and version running in your environment. **Tricks** You can configure sites to deploy multiple configurations based on location,

departments, preferences or test group requirements.

Self-healing automations via SupportAssist AI technology Library of Dell-authored scripts to automate tasks and remediate issues

> Route alerts to your existing tools, like ServiceNow. Google® Chrome provides the best experience for TechDirect.

independently, you can enable the end-user interface during configuration.

 By default, your SupportAssist agent runs in the background and doesn't interrupt employees. If you want to grant permission for users to interact with SupportAssist

Resources

- TechDirect Online Portal Technical Documentation
- Dell.com/SupportAssist
- White Paper: SupportAssist for Business PCs Security Attend a webinar
- Contact sales or your Services Account Manager to learn more about the ProSupport Suite for PCs
- 1 For supported system and requirements, please refer to our <u>user guide</u> (SupportAssist for Home PCs version for personal use) or <u>administrator guide</u> (SupportAssist for Business PCs version for PC fleet management) and select supported PCs. Proactive and predictive capabilities depend upon your active service plan and Dell Technologies business rules. For ProSupport Suite for PCs capabilities view our <u>administrator guide</u> and select Connect and manage capabilities and Dell service plans. For Premium Suite for PCs capabilities view the <u>user guide</u> and select SupportAssist capabilities and Dell Services plans.