Getting Started with SupportAssist for Business PCs in TechDirect

SupportAssist for Business PCs unlocks self-healing capabilities, telemetry-driven insights and AI-driven support automation.

Your AI-driven, PC support automation technology is SupportAssist. It's Dell's smart technology that confidently keeps your PC fleet running its best anytime, anywhere. When you deploy SupportAssist and connect to 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.

Included with your ProSupport Suite for PCs plan, SupportAssist leverages AI to remotely detect and resolve potential issues before they arise. Plus, the experience is fully customizable to your business needs.

Take the steps to get connected

- ✓ Before getting started, review the Deployment Guide.
- ✓ For channel partners, please access the Onboard and Deployment Guide.

How to deploy SupportAssist and get connected:

1 **Sign in to TechDirect** with your existing credentials, or set up a new account in minutes for first-time users. Ensure you activate the Connect and manage service.

2 **Download SupportAssist for Business for PCs from your preferred method:**
- TechDirect
- Dell.com
- Dell Management Portal for Microsoft Intune customers
- Ready Image

3 **Ensure you connect your PC fleet running SupportAssist to TechDirect.** For more details on how to do this, please access the Deployment Guide.

4 Start managing your PC fleet from TechDirect Connect and manage service.

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

Once connected, unlock the power to:

Get smarter support with AI that predicts and remediates	• Self-healing automation optimizes and resolves specific PC problems without human intervention or end-user disruption • Resolve issues with real-time monitoring that proactively identifies and resolves issues • Virtually eliminate unplanned downtime by predicting issues before they happen[2]
Deliver hassle-free experience anytime, anywhere	• 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 impacting issues

SupportAssist only collects the information needed to resolve issues.

With security and privacy built-in, you're in control of authorizing what diagnostic information is collected. Diagnostics are kept safe during transport and storage with 256-bit encryption and firewall-protected one-way communication from your sites to Dell.

Learn more about how SupportAssist securely monitors your Dell PCs.

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 Flex[3]
Self-healing automations *via SupportAssist AI technology*				
Library of Dell-authored scripts to automate tasks and remediate issues			✓	✓
Automated PC optimizations			✓	✓
Custom catalogs for remote BIOS, driver and firmware updates			✓	✓
Proactive monitoring *via SupportAssist AI technology*				
Customizable dashboard in TechDirect portal	✓	✓	✓	✓
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		✓	✓	✓

Tips and Tricks

- **Turn on auto-update** during configuration to ensure you always have the latest SupportAssist version running in your environment.
- You can **configure sites** to deploy multiple configurations based on location, departments, preferences or test group requirements.
- 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 independently, you can **enable the end-user interface** in configuration preferences.
- **Route proactive and predictive hardware failure alerts** to your existing tools, like ServiceNow.

Resources

- Dell.com/SupportAssist
- TechDirect Online Portal
- PC Insights with PC Management APIs Enabled by SupportAssist
- Technical Documentation
- TechDirect Lifecycle Infographic
- White Paper: SupportAssist for Business PCs Security
- Attend a webinar
- Experience TechDirect simulator
- Contact sales or your Technical Customer Success Manager to learn more about ProSupport Suite for PCs