

Getting Started with SupportAssist for Business PCs in TechDirect

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

Your AI-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



Remotely deploy 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](#).



Do you have what you need to deploy?

- Meet [minimum system requirements](#)
- A TechDirect account with administrator access
- Your proxy details
- A deployment tool (e.g. SCCM)

- 1** Sign in to [TechDirect](#) with your existing credentials, or set up a new account in minutes for first-time users.
- 2** Set up your company for **Connect & Manage in TechDirect**.
 - If you are a new user, you must associate your account with your company and enroll as a company administrator.
 - Enroll in the service by reviewing and accepting the Terms & Conditions.
 - Add technician users and designate roles for administration.
- 3** Configure your **download package** by completing the settings for how you will monitor and manage PCs across your environment.
- 4** Download your customized package, **launch** the deployment package manager, and **save** the package to your PC.
- 5** Use your **preferred deployment tool** to push SupportAssist to your fleet.
- 6** 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!

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 happen²

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



Securely collect only 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	ProSupport Flex ¹
Self-healing automations via <i>SupportAssist AI technology</i>				
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 <i>SupportAssist AI technology</i>				
Customizable dashboard in TechDirect portal	✓	✓	✓	✓
Fleewide 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		✓	✓	✓

1,000+ devices required

Tips and Tricks

- Turn on **auto-update** during configuration to ensure you always have the latest 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** during configuration.
- **Route alerts** to your existing tools, like ServiceNow.
- **Google® Chrome** provides the best experience for TechDirect.

Resources

- [Dell.com/SupportAssist](#)
- [TechDirect Online Portal](#)
- [Technical Documentation](#)
- [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 systems and requirements, please refer to our user guide (SupportAssist for Home PCs version for personal use) or administrator guide (SupportAssist for Business PCs version for PC fleet management) and click "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 administrator guide and click "Connect and manage capabilities and Dell service plans". For Dell Care Suite, Premium Support Suite, or Alienware Care Suite for PCs capabilities, view the user guide and click "SupportAssist capabilities and Dell service plans".

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

3 Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.

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