



Self-healing automation is here Optimize PC performance and resolve PC problems without

human intervention or end user disruption.

Maximize PC uptime with Al-driven technology, self-healing automation and efficient assisted support when you need it.







Get connected for a richer experience



support offer **ProSupport**

Choose your

- **ProSupport Plus ProSupport Flex**

for Business PCs Take advantage of our Al-driven automation by connecting your

Connect to SupportAssist

entitled devices

Security first. Secure real-time monitoring that collects only the information needed to resolve issues, keeping it secure in the process. Access fleet data via

TechDirect A single portal for end-to-

end IT control, anytime anywhere

IT leaders agree on benefits of Al-powered connectivity technology from IT service providers

Why connect?

of IT decision makers want automated tools and technologies to allow staff to spend more time on innovation1

customers like no other service can

ProSupport Suite supports

of admin time per year on recurring tasks for a

Save up to

1,000-device fleet2

Initiate driver and

37 seconds²

641 hours

firmware updates for an

entire fleet in as little as

Only support service to provide automated

ProSupport Plus for

PCs offers the most

capabilities in a single

solution - without the

need to stack services3

comprehensive

custom update catalog customers rated Dell management and excellent for onsite deployment⁴ and hardware repair than HP custom rules engines to Inc., Lenovo and Apple⁴ automate and customize the way you do IT

More commercial client

More commercial client

customers rated Dell

excellent for remote

HP Inc. and Lenovo4

technical support than

Automate and customize

to eliminate downtime



AVK Giltrap Group UNION

Take it from some of our ProSupport Suite customers





NEW BELGIUM



BAKER BOTTS





What sets

us apart









Parts distribution centers⁵



Assets supported6

250M+



30K PCs configured daily⁵



55+

Languages⁵

2K+

650 +

23M

Annual dispatches⁵

Service centers⁶

Services command centers⁵

¹A commissioned study conducted by Forrester Consulting on behalf of Dell, September 2024. ²Based on a Principled Technologies test report, "Simplify PC management and save IT admin time with an automated support service," dated November 2023. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: https://facts.pt/PELu7lm ³Based on Dell analysis, January 2025, comparing top competitive commercial PC support options, excluding managed and DEX services. ⁴Based on Dell analysis, August 2024, using double-blind, competitive benchmark Net Promoter Score (NPS) data gathered in May 2024 by third party commissioned by Dell ⁵Based on Dell Technologies internal numbers, Jan 2024. ⁶Based on Dell Technologies internal numbers, Jan 2025.

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