

ProSupport for PCs

Save time on routine PC support tasks



Your modern workforce needs more than basic warranty service to stay productive. ProSupport for PCs combines AI-powered proactive and predictive issue detection resolution with 24x7 access to in-region IT experts and onsite next business day service to help you stay ahead of IT issues and avoid employee frustration.



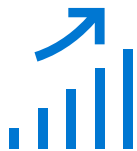
Examine the health of your devices and fleet

- 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



Resolve issues proactively and predictively

- Detect and resolve issues with AI-driven telemetry and insights
- Minimize downtime and loss of productivity
- Benefit from efficient resolution with automatic case creation



Increase productivity

- Discover insights with crucial information about your Dell fleet
- Get recommendations for increased performance
- Identify utilization trends and performance issues – on the entire fleet or a single PC
- Get AI-powered 24x7 access to in-region ProSupport engineers, next business day onsite service and hardware and software support

Features to support your modern workforce

Proactive Monitoring *via Support Assist AI Technology*

Customizable dashboard in TechDirect portal	View in-depth details and trends in an easy format that you can adjust based on your needs.
Fleetwide view of security, health and application experience scores	See a security risk assessment, performance health, and crash analysis for OS and applications.
Proactive and predictive hardware alerts with auto dispatch	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.
System-level performance and utilization metrics	Monitor hardware and software utilization, device stability, device age, and security details of individual devices.
BIOS, driver, firmware and application version tracking for compliance	See version data and details for organizational compliance-related needs.
PC inventory with sites and grouping for asset management	Organize your fleet for easy tracking.

Support Essentials

Technical support with AI-driven troubleshooting tools - 24x7	Get efficient problem solving from tech support agents who are leveraging AI-based recommendations.
In-region ProSupport expert assistance for hardware and software issues	Direct access to in-region ProSupport engineers trained in compatibility, interoperability and software.
Next business day onsite repair¹	Get NBD onsite hardware repair after remote diagnosis.
International travel support	Support for end users who are traveling internationally outside of their home country.

¹ Onsite service after remote diagnosis



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](#).