

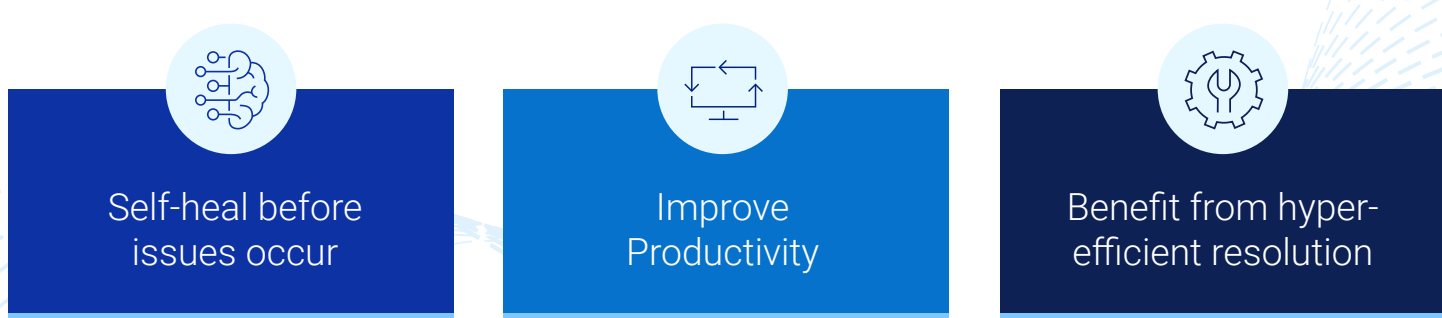


# ProSupport Suite for PCs

## Self-healing automation is here

Optimize PC performance and resolve PC problems without human intervention or end user disruption.

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

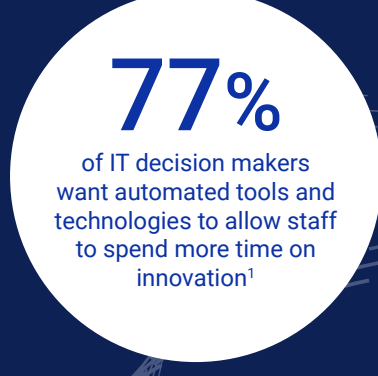


## Get connected for a richer experience



### Why connect?

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



## ProSupport Suite supports customers like no other service can

Save up to <b>641 hours</b> of admin time per year on recurring tasks for a 1,000-device fleet <sup>2</sup>	ProSupport Plus for PCs offers the <b>most comprehensive capabilities in a single solution</b> – without the need to stack services <sup>3</sup>	More commercial client customers rated <b>Dell excellent for remote technical support</b> than HP Inc. and Lenovo <sup>4</sup>
Initiate driver and firmware updates for an entire fleet in as little as <b>37 seconds</b> <sup>2</sup>	Only support service to provide <b>automated custom update catalog management and deployment</b> <sup>4</sup> and <b>custom rules engines</b> to automate and customize the way you do IT	More commercial client customers rated <b>Dell excellent for onsite hardware repair</b> than HP Inc., Lenovo and Apple <sup>4</sup>

## Automate and customize to eliminate downtime



- Self-healing
- Holistic view of Dell fleet
- AI-driven metrics and trends
- Seamless updates

## Take it from some of our ProSupport Suite customers



### What sets us apart

<b>60K+</b> Dell and partner professionals <sup>6</sup>	<b>85</b> Technical support sites <sup>5</sup>
<b>250M+</b> Assets supported <sup>6</sup>	<b>650+</b> Parts distribution centers <sup>5</sup>
<b>95%</b> Technical support CSAT rating <sup>6</sup>	<b>2K+</b> Service centers <sup>6</sup>
<b>30K</b> PCs configured daily <sup>5</sup>	<b>23M</b> Annual dispatches <sup>5</sup>
<b>55+</b> Languages <sup>5</sup>	<b>6</b> Services command centers <sup>5</sup>

<sup>1</sup>A commissioned study conducted by Forrester Consulting on behalf of Dell, September 2024.  
<sup>2</sup>Based 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/PELu7Im>  
<sup>3</sup>Based on Dell analysis, January 2025, comparing top competitive commercial PC support options, excluding managed and DEX services.  
<sup>4</sup>Based 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  
<sup>5</sup>Based on Dell Technologies internal numbers, Jan 2024.  
<sup>6</sup>Based on Dell Technologies internal numbers, Jan 2025.

