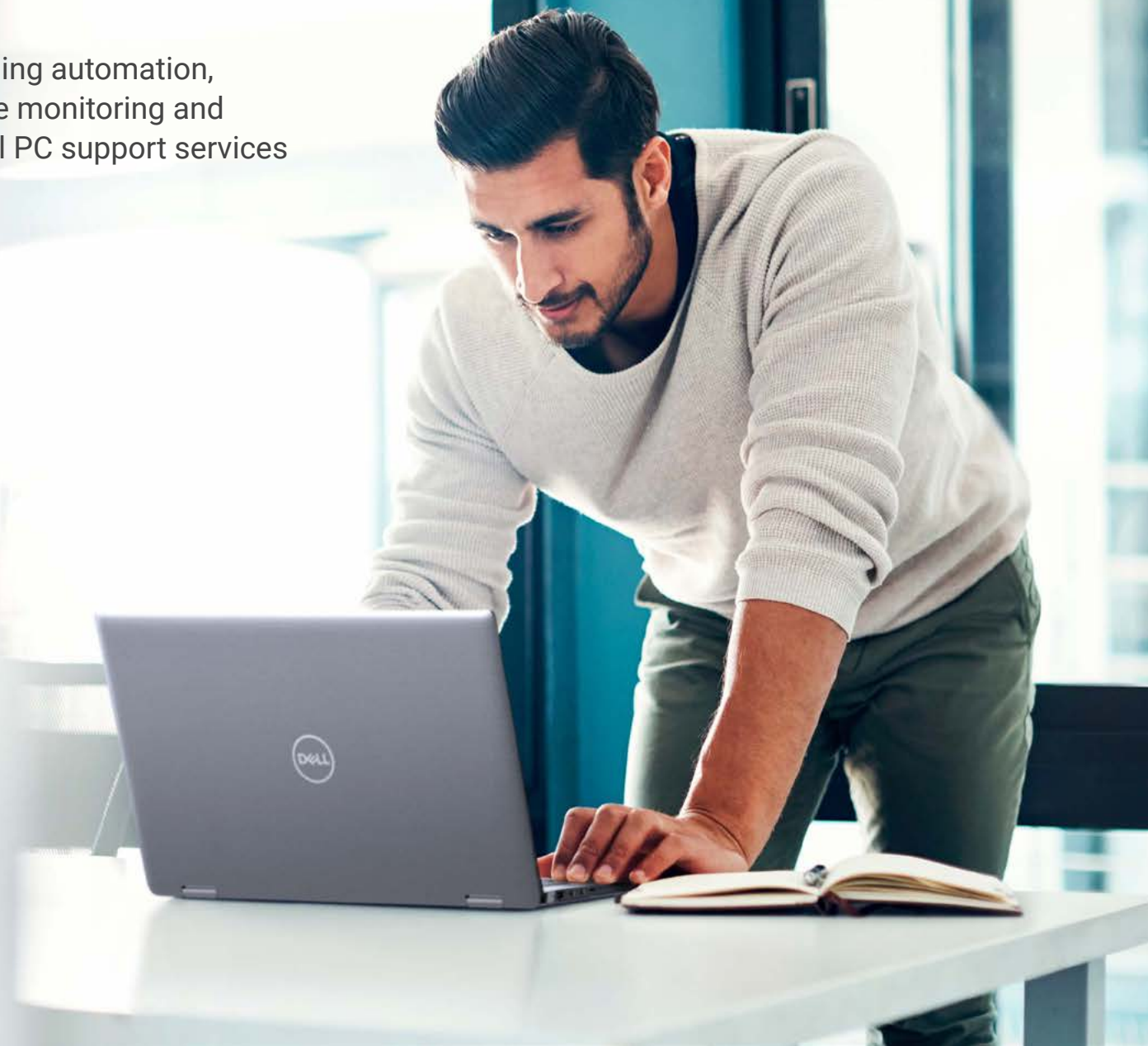**DELL**Technologies

Maximize Uptime with ProSupport Suite for PCs

Self-healing automation, proactive monitoring and essential PC support services

AI-driven technology, self-healing automation and efficient support for today's modern workforce

Work happens everywhere, all the time. And IT teams don't need to just keep up, they need to stay ahead.

You need to be able to automate fixes, pinpoint and resolve developing issues remotely and see a holistic view of what's happening in your fleet of PCs.

And, you also want to make updates and optimizations remotely and in a customizable way, all while keeping your employees productive and free of frustration.

You need smarter support with **ProSupport Suite for PCs**.

75%
need external expertise to help achieve specific outcomes[1]

>94%
are planning to either increase or maintain their investment in services[1]

64%
say they need IT services providers to help them provide a better experience for their hybrid/remote workforce[1]

48%
need services that leverage AI-powered automated/proactive/predictive/prescriptive capabilities[1]

AI drives modern support

Using AI is not new for Dell. SupportAssist, the AI technology behind ProSupport Suite, has been automating PC support tasks since 2015. With SupportAssist, you can get a holistic view of your PC fleet to manage tasks, optimize performance and resolve issues before they occur.

Now with self-healing automation, AI triggers self-healing capabilities to fix PC issues without human involvement.

PROSUPPORT PLUS FOR PCs

→ Offers the most comprehensive capabilities in a single solution – without the need to stack services[2]

→ Save up to 641 hours of admin time per year on recurring tasks for a 1,000-device fleet[3]

→ Initiate device driver and firmware updates for an entire fleet in as little as 37 seconds[3]

2015

Predictive and proactive support

- Detect and resolve issues as they develop
- First in the industry to develop proactive and predictive capabilities[2]

2019

Fleetwide management

- Manage and resolve issues remotely across the fleet
- Accelerated transition to work-from-anywhere environment

2021

Intelligent support and advanced remediation

- Manage, support, and resolve issues remotely from a single dashboard
- Customize rules and update catalogs
- Discover trends via utilization metrics

2024

Self-Healing automation

- Trigger fleetwide scripts to automate tasks and remediate issues
- Use custom catalogs to initiate remote driver updates
- Automate PC optimizations

Find the features best suited for your support needs

The ProSupport Suite for PCs provides services across the board, whether you need just a little help or the most complete service available.
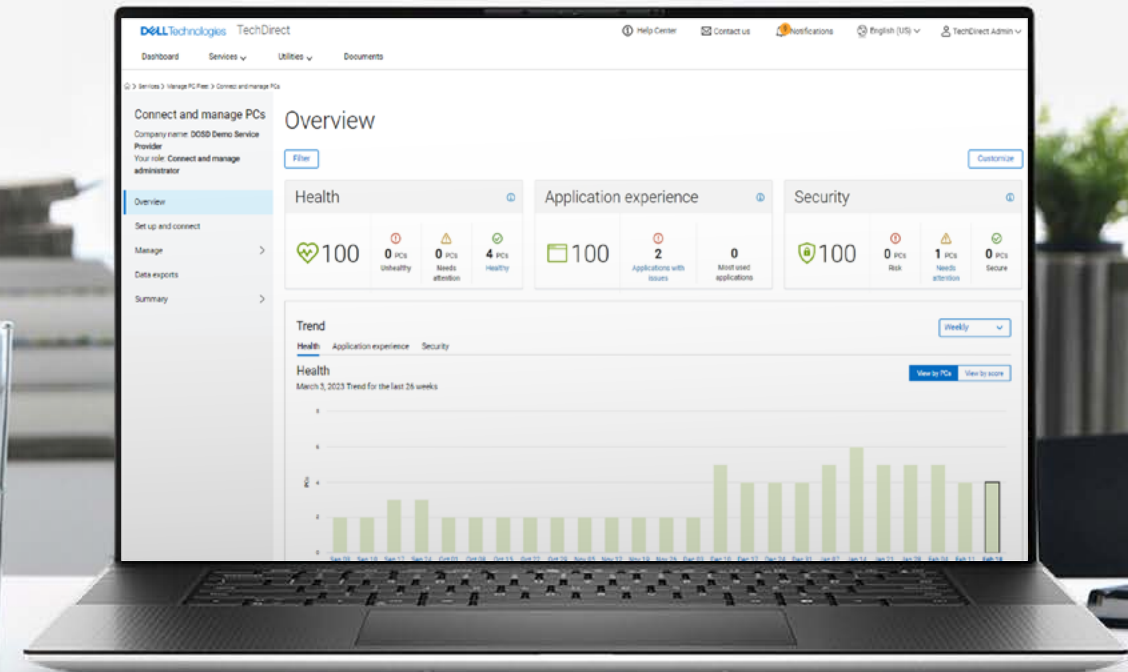
ProSupport

Save time on your routine PC support tasks

- 24x7 direct access to in-region ProSupport engineers
- Next business day onsite repairs
- Proactive monitoring including predictive hardware alerts

ProSupport Plus

Most Comprehensive Support Offer

Automate and customize support to eliminate downtime across your fleet

- 24x7 **priority** access to in-region ProSupport engineers
- Next business day onsite repairs
- Proactive monitoring including predictive hardware alerts

PLUS

- Self-healing automated remediation scripts
- Service Account Manager*
- Accidental damage coverage
- Keep Your Hard Drive Service

*500 system minimum

ProSupport Flex

1,000+ Devices Required

Flexible options to supplement your in-house IT for qualifying customers

- 24x7 access to in-region ProSupport engineers
- Next business day onsite repairs
- Proactive monitoring including predictive hardware alerts
- Service Account Manager

AND modular options for

- Accidental damage coverage
- Keep Your Hard Drive Service

Dell ProSupport Suite for PCs

		ProSupport	ProSupport Plus	ProSupport Flex
Self-Healing Automations *via SupportAssist AI Technology*				
Library of Dell-authored scripts to automate tasks and remediate issues	Choose from a list of scripts (code that automates processes) to detect and fix problems such as blue screen errors and more.		✓	✓
Automated PC optimizations	Perform automatic software optimizations to clean files, tune performance, optimize networks and remove viruses and malware.		✓	✓
Custom catalogs for remote BIOS, driver and firmware updates	Generate update catalogs with your specs and deploy remotely from TechDirect portal.		✓	✓
Proactive Monitoring *via SupportAssist 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 needed 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	Get efficient problem solving from tech support agents who are leveraging AI-based recommendations.	24x7	24x7	24x7
In-region ProSupport expert assistance for hardware and software issues	Direct access to in-region ProSupport engineers trained in compatibility, interoperability and software.	✓	Priority access	✓
Next business day onsite repair[4]	Get NBD onsite hardware repair after remote diagnosis.	✓	✓	
International travel support	Support for end users who are traveling internationally outside of their home country.	✓	✓	✓
Service Account Manager	Get help with the support process, escalation management, and assistance with asset base/account planning from a single point of contact.		500 system minimum	✓
Keep Your Hard Drive Service	Retain your hard drive and its data if a replacement is needed. KYHD helps with security and compliance requirements (GDPR and HIPAA, for example).		✓	Optional
Accidental damage coverage[5]	Covers drops, spills and surges. Excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage.		✓	Optional
Extended Battery Service	Entitles you to a single battery replacement in case of failure after the first year.		Optional	Optional
Term-based subscription	Spread support costs over the lifecycle of the devices with annual and monthly payment options (direct customers in US and Canada).		US and Canada	US and Canada

See service descriptions for more details https://www.dell.com/learn/us/en/uscorp1/campaigns/global-commercial-service-contracts

Automate and customize support to eliminate downtime

ProSupport Plus for PCs

Get it all:
Self-healing automation, proactive monitoring and assisted support

Our AI-driven technology, self-healing automation and efficient support continues to redefine the support foundation you've come to expect. ProSupport Plus for PCs helps IT admins automate and customize their PC support to eliminate downtime across their fleet – keeping employees productive and happy.

Self-heal with AI

- Tap into a library of scripts to automate tasks and remediate issues across your fleet
- Automate creation and deployment of custom update catalogs for Dell BIOS, driver, firmware and applications
- Detect and resolve issues automatically before they create disruptions for your employees

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

Built on the foundation of our exceptional support

- Get AI-powered 24x7 support, onsite next business day service with priority access to in-region ProSupport experts, repairs for accidental damage and the ability to keep your hard drive if replaced
- Benefit from a designated Service Account Manager, a single point of contact for account reporting and planning[2]

Save time on routine PC support tasks

ProSupport for PCs

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
- Get a holistic view of your fleet for a quick analysis of issues impacting your fleet and your employee productivity
- 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

Benefit from flexible support options to supplement your in-house IT

ProSupport Flex for PCs

The ideal choice for self-maintaining customers with large number of PCs and robust IT capabilities. Our solutions are built on standard support service components that leverage our global scale and can be assembled in a combination that perfectly fits your needs.

Self-heal with AI

- Tap into a library of scripts to automate tasks and remediate issues across your fleet
- Automate creation and deployment of custom update catalogs for Dell BIOS, driver, firmware and applications
- Detect and resolve issues automatically before they create disruptions for your employees

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

Built on the foundation of our exceptional support

- Get AI-powered 24x7 support, onsite next business day service with access to in-region ProSupport experts, and optional coverage for accidental damage repairs and the ability to keep your hard drive if replaced
- Benefit from a designated Service Account Manager, a single point of contact for account reporting and planning

Flexible
options to extend capabilities as you need

Supplement
your in-house IT with additional support features

Tailored
for customers with a minimum of 1,000 devices

Connect to SupportAssist for a richer experience

Connect to SupportAssist for Business PCs through our online portal **TechDirect**. By connecting you get access to our robust self-healing automations and proactive monitoring capabilities.

Data is the lifeblood of our SupportAssist software and vital for our AI platform.

We leverage system data from customer environments with gold-standard security for transport and storage, and correlate it with years of incident and engineering data from field and tech-support teams as well as manufacturers. But it's not enough to have billions of data points; it's what you do with them that counts.

Using sophisticated AI models, SupportAssist can find and apply patterns to detect accurately the first time the right problem to address. It's how we cut through the noise of monitoring billions of events daily to resolve issues before they slow your employees down.

SupportAssist is our smart technology behind ProSupport Suite for PCs that keeps your PC fleet confidently running its best. SupportAssist is configured and deployed from your self-serve portal, TechDirect.

SUPPORTASSIST ENABLES YOU TO:

→ Simplify PC monitoring, tracking, and management

→ Predict issues before they cause frustration

→ Anticipate your team's needs

→ Deliver a hassle-free experience anytime, anywhere

1
Choose Your Ideal Support Offer
• ProSupport
• ProSupport Plus
• ProSupport Flex

2
Connect to SupportAssist for Business PCs
Take advantage of our AI-driven automation by connecting your entitled devices

3
Access Fleet Data via TechDirect
A single portal for end-to-end IT control, anytime anywhere

TechDirect is your easy-access gateway to data-driven differentiators

Deliver a unified, modern, online user experience with easy navigation and PC management.

Customize your dashboard to monitor, detect and take action on your entire Dell fleet or a single PC, showcasing scores for health, application experience and security.

Automate creation and deployment of custom catalogs for Dell BIOS, drivers, firmware and applications.

Automate tasks and remediate issues across the fleet with scripts that help manage the performance of your Dell PC fleet.

For more information about SupportAssist, go to **Dell.com/SupportAssist**

Why Dell for Services?

95%
Technical support CSAT rating

200M+
Assets supported

3.7M+
Issues predicted annually

36+ TB
Of telemetry data daily

6
Services command centers

>60K
Service & Partner Professionals

170
Countries

24 x 7 x 365
Support anytime

Based on Dell Technologies internal numbers, November 2023.

For more information, go to
Dell.com/ProSupportSuiteforPCs

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[1] IT Leaders Need IT Services To Achieve Business Outcomes – A Forrester Consulting Thought Leadership Spotlight Study Commissioned by Dell Technologies, March 2023.

[2] Based on Dell analysis, December 2023.

[3] 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/PELu7lm

[4] Onsite service after remote diagnosis.

[5] Accidental damage coverage excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year.

D≪LL Technologies