ProSupport Flex for PCs

Personalized, scalable support for self-maintaining customers with robust IT capabilities

The ideal choice for self-maintaining customers with a 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.

**Optimize**
your support budget with a custom fit package

**Complement**
your resources by extending capabilities only as needed

**Reduce risk**
and downtime with streamlined processes and industry-leading technologies

- Two-tier consumption model for tech support
- Onsite support on the next business day*
- Single point of contact for customer success, escalation and asset management
- Customizable remediation rules
- Health, application experience and security scores on a single screen for a holistic view of devices
- Automatic creation and deployment of custom update catalogs for Dell BIOS, driver, firmware and applications
- Early detection and resolution of developing issues with predictive support

ProSupport Flex for PCs customers must meet minimum qualifications

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*Onsite support available on the next business day after remote diagnosis.
ProSupport Flex for PCs
Build a personalized support plan for office and remote employees

**Features**

- Health, application experience, and security scores
- Remote resolution
- Custom update catalog management
- Tailored recommendations
- Customized dashboard
- Early detection of issues
- AI-driven utilization metrics
- Modular options
- Service Account Manager
- Traditional support
- Subscription model

**Increase productivity for IT & employees**

- Telemetry: scores, alerts, and recommendations provide a holistic view of your fleet of Dell PCs. On a single screen, gauge the percentage of devices that are healthy, at risk or impaired.
- Define and orchestrate remote remediation workflows. Organize by work groups or functions. Choose auto update or repair on your own.
- Automated: custom update catalog creation and deployment delivers seamless, remote updates for Dell BIOS, driver, firmware, and applications.
- Actionable: intelligent recommendations for optimizing, upgrading and repairing PCs to increase productivity for employees.
- Clear view of devices or elements most meaningful to you. Zoom in on the entire fleet or a single device.
- Predictive AI: identifies issues before they become problems, automatically creates a case, and provides a proactive path for resolution.
- Trends and performance issues are uncovered through real-time utilization metrics, allowing IT to root cause problems and resolve across the Dell fleet.
- Protect: your investments by adding accidental damage, keep your hard drive or extended battery service.
- Provides designated support for escalation management, incident reporting, and asset base/account planning.
- ProSupport Flex is built on the exceptional foundation of 24x7 support, onsite next business day service with direct access to in-region ProSupport experts and a single point of contact for hardware and software expertise.
- Spread support costs over the lifecycle of the device with annual and monthly payment options (direct customers in US and Canada).

**Trend**

Health, Application Experience, Security

**To do actions**

- Remediation skills: 5 remediation actions waiting your approval
- PC catalog updates: 32 days since catalog was refreshed
- PC recommendations: 55 PCs pending updates and optimizations
- Alerts & cases: 12 cases pending action

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