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

*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

Health
60
- 23 PCs Poor
- 63 PCs Need attention
- 154 PCs Healthy

Application Experience
90
- 3 PCs Problematic applications

Security
90
- 3 PCs Risk
- 12 PCs Need attention

Trend
Health: 60% Healthy, 20% Poor, 20% Need attention
Application Experience: 90%
Security: 90% Secure

To do actions
- Remediation skills
- PC catalog updates
- PC recommendations
- Alerts & cases

Increase productivity for IT & employees

Features
- Health, application experience and security scores: 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.
- Remote resolution: Define and orchestrate remote remediation workflows. Organize by work groups or functions. Choose auto update or repair on your own.
- Custom update catalog management: Automated, custom update catalog creation and deployment delivers seamless, remote updates for Dell BIOS, driver, firmware and applications.
- Tailored recommendations: Actionable, intelligent recommendations for optimizing, upgrading and repairing PCs to increase productivity for employees.
- Customized dashboard: Clear view of devices or elements most meaningful to you. Zoom in on the entire fleet or a single device.
- Early detection of issues: Predictive AI identifies issues before they become problems, automatically creates a case and provides a proactive path for resolution.
- AI-driven utilization metrics: Trends and performance issues are uncovered through real-time utilization metrics, allowing IT to root cause problems and resolve across the Dell fleet.
- Modular options: Protect your investments by adding accidental damage, keep your hard drive or extended battery service.
- Service Account Manager: Provides designated support for escalation management, incident reporting and asset base/account planning.
- Traditional support: 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.