DELL Technologies

Getting Started with ProDeploy Infrastructure Suite in TechDirect

Accelerate technology adoption with deployment designed for you

It's never been easier maximizing new technology on day one. The ProDeploy Suite is designed to complement your business model – whether you have an experienced IT staff or no staff at all. Dell Technologies experts are here to help with 24x7 deployment services that take the guesswork out of your Dell hardware and software integrations.

With ProDeploy and ProDeploy Plus, you can manage it all with total transparency from one dashboard in TechDirect. We've designed a collaborative online experience to share information and streamline project approvals with your experts. And by accelerating execution of even the most complex project – from planning through implementation to production ready – ProDeploy Suite helps you maximize your new technology starting day one.

Manage with total transparency from a team portal

Whether you purchase ProDeploy or ProDeploy Plus, online collaboration in TechDirect is integral to delivering your services and spans the entire deployment engagement

Pre-Deployment	Deployment	Post-Deployment
✓ Site readiness review	✓ Install and configure system software	✓ Deployment verification
✓ Implementation planning	✓ Install support software and connect with Dell Technologies	✓ Configuration data transfer to Dell Technologies technical support
	✓ Project documentation with knowledge transfer	✓ 30-days of post-deployment configuration assistance (ProDeploy Plus only)

Learn more about ProDeploy Infrastructure Suite and consult with our sales teams on your company's needs

Can I purchase ProDeploy Infrastructure Suite services on TechDirect and get started on the details of a deployment immediately?

ProDeploy Infrastructure Suite is not available for purchase on TechDirect.

Register for a TechDirect account at any time. However, you can only view and manage the details of ProDeploy or ProDeploy Plus projects from the Enterprise Project Services view within TechDirect:

- **After** projects for purchased services are set up & added to your customer view by your Dell Technologies project manager
- **When** you are notified by email to access TechDirect

Customers cannot set up enterprise deployment projects.

Getting started in TechDirect after purchasing services

Dell Technologies takes the first step after your purchase

Once you've purchased the ProDeploy or ProDeploy Plus level of service, your assigned Dell Technologies project manager must first set up a project synched with your Dell order number.

They will create a Project ID, add details e.g. location, as well as team members including the primary customer contact. This set up may take a few days. Your assigned project manager will directly contact you.

Already enrolled in TechDirect prior to your first purchase of ProDeploy or ProDeploy Plus services? Tell us so we can synch to your current credentials.

Contact your Dell Technologies sales team or project manager with information or questions.

Then it's your turn! You will be invited to access the project in TechDirect.

Completely new to TechDirect?
You must complete registration before access is enabled.

Step 1: Complete registration in few minutes:

We initiate set up in TechDirect with your purchase information. To avoid delays, do not self-enroll for a TechDirect account. The designated primary customer contact will receive an email with a link to finalize their online set up.

Select **Complete your registration now** and:

- Provide details to complete your user and company account registration e.g., company's address
- Accept the **Terms of Use** and set up a password.

Once your TechDirect account has been successfully created, you must set up secure access.

Step 2: Complete our 2-step verification to sign in to TechDirect:

You will be immediately prompted to enter a verification code. Check your email for a one-time code or request a resend. Select **Verify and sign in**.

Why am I an administrator?

The primary customer contact of a new company to TechDirect is automatically designated the Enterprise Project Services Services Administrator to manage the account.

Now you can add other IT team members to the account and assign them an administrator or technician role for Enterprise Project Services.

Step 3: Access your project in TechDirect:

You have immediate authenticated access to TechDirect. Your default view opens on the Services page for **Enterprise Project Services**. Select **Manage projects** to get started on the project details.

On repeat visits to TechDirect, select **Sign in** and enter your credentials. Your default view opens on **Get support and replace parts**. To switch the view, select **Build and deploy** from the menu on the left-hand side.

In the **Build and deploy** view, select the **Enterprise Project Services** card to go to the Services page. Next, select **Manage projects** to view and manage your assigned projects.
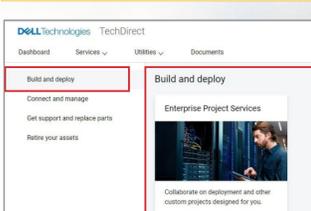
Current users of TechDirect must also be enabled for initial access

Start from the link in our email
We initiate set up in TechDirect with your purchase information. Next, you'll receive an email invitation with a direct link. Select **Log in now** to get started in TechDirect.

Use your current credentials to sign in to TechDirect

Tip: If you are the first from your company to use this service, you will be automatically assigned an administrator role.

Immediately access your project

Select **Build and deploy** from the dashboard menu. Select the **Enterprise Project Services** card to go to the Services page. Next, select **Manage projects** to view a snapshot of your assigned projects.

*Questions? Reach your project manager from quick link in emails.*

Access projects from the Services Page for Enterprise Project Services

Your entry point to the collaboration space with our Dell Technologies project team.

Navigating to the Services page

On repeat visits to TechDirect, sign in with your email and password. Select **Build and deploy** from the left-hand menu to switch to the right view. Or open Services at top of page and select **Build and deploy**

Once in the Build and deploy view, click on the **Enterprise Project Services** card to launch the Services page.
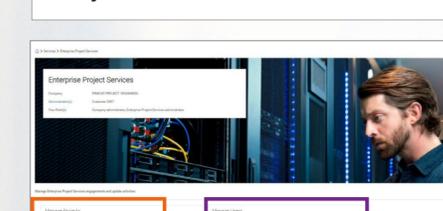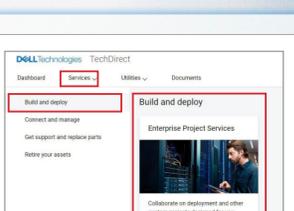
Services page overview

Manage Projects: Visible to authorized users & administrators of this service. Select **Manage Projects** to go to the **My Projects** tab where you can view a list of assigned projects & select an individual project to begin work.

Manage Users: Only visible to administrators of this service. They can manage team access and, assign users or administrators as needed.

Start with a holistic view from the My Projects tab
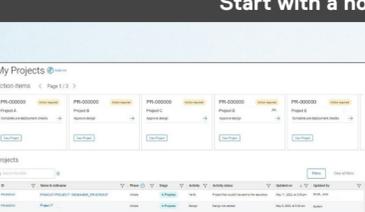
The **My Projects** default view provides the last 60 days of data for your active projects. Verify details such as **Activity** and **Activity status**. Easily change your timeline. Filter by closed projects, archived projects and more.

The **Action items** tiles specify and link to the next action requested on your project.

From the table, select **ID, name or nickname** to go to the shared dashboard for an individual project and collaborate with Dell Technologies teams.
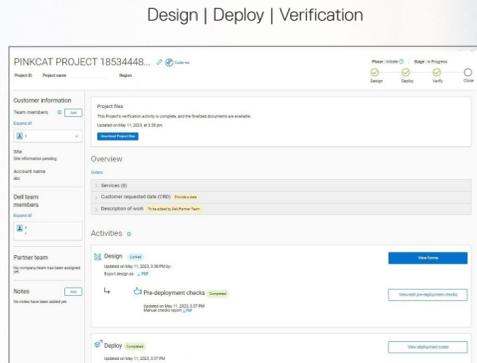

Accelerate execution from team dashboard for each project

From each project dashboard, customers can:

- View ProDeploy and ProDeploy Plus orders for the project
- Collaborate real-time with Dell planning engineer on design
- Approve design after providing inputs online or via an offline application
- Complete pre-deployment process inputs and confirm readiness for your scheduled deployment
- View final verification reports
- Track history of actions and tasks by any team member – creating a robust audit trail
- Add customer team members to view and take action
- Download information or append notes

When the deployment has been executed, the Dell Technologies project manager verifies customer satisfaction before closing out the project. The project documentation is automatically uploaded to our systems of record.

Guided stages of activity to complete deployment
Design | Deploy | Verification

Learn more at TechDirect