You need more than basic warranty service to keep your remote employees happy and productive. ProSupport for PCs combines 24x7 direct access to in-region IT experts and onsite next business day service with AI-driven, intelligent support to allow you to stay ahead of IT issues and employee frustration.

**Monitor the health of your entire fleet**

Our health, application experience and security scores all on one dashboard give you a holistic view of your fleet and allow you to make a quick analysis of issues impacting your fleet and your employee productivity.

**Resolve issues proactively**

With AI-driven telemetry and insights, you can proactively detect and resolve issues to minimize downtime and loss of productivity. We’ll get an alert, automatically open a ticket and identify a path to resolution before you have a chance to call.

**Increase productivity**

Modern insights provide crucial information about your Dell fleet, including recommendations for increased performance, identification of utilization trends and discovery of performance issues – on the entire fleet or a single PC.

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**Up to 16 fewer steps to resolution over competitor’s support plans**

**Dell resolves problems in less time and fewer steps than HP and Lenovo support plans**

**Up to 6x faster time to resolution of hardware issues than our competitors**

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Customizable dashboard provides a holistic view of fleet or individual devices

- **Health, application experience and security scores**: Quick analysis of the health of your fleet of Dell PCs with the ability to zoom in and pinpoint issues on a single device.

<table>
<thead>
<tr>
<th>Health</th>
<th>Application Experience</th>
<th>Security</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>60</strong></td>
<td><strong>90</strong></td>
<td><strong>90</strong></td>
</tr>
<tr>
<td>23 PCs Poor</td>
<td>3 PCs Problematic</td>
<td>3 PCs Risk</td>
</tr>
<tr>
<td>63 PCs Need</td>
<td>150 Most utilized</td>
<td>12 PCs Need</td>
</tr>
<tr>
<td>attention</td>
<td>applications</td>
<td>attention</td>
</tr>
<tr>
<td>154 PCs Healthy</td>
<td></td>
<td>154 PCs Secure</td>
</tr>
</tbody>
</table>

**Trend**

- **1.** Al-driven utilization metrics: Trends and performance issues are uncovered through real-time utilization metrics.
- **2.** Issue detection and resolution: Proactive detection of issues and automatic case creation resolves issues 6x faster than the competition* to increase employee productivity.
- **3.** Recommendations for increased performance: View intelligent insights and recommendations to identify PCs needing updates or optimizations.

**To do actions**

- **PC recommendations**: View
- **Alerts & cases**: View

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**Traditional support**

ProSupport for PCs also includes world-class traditional support: 24x7 direct access to in-region ProSupport experts, hardware and software support and onsite next business day service.