DELLTechnologies

ProSupport Flex for PCs

Flexible support options to supplement your in-house IT

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 need

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[2]

Self-Healing Automations *via Support Assist 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 Support Assist 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 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 - 24x7	Get efficient problem solving from tech support agents who are leveraging AI-based recommendations.
In-region ProSupport expert assistance for hardware and software issues	Direct access to in-region ProSupport engineers trained in compatibility, interoperability and software.
Next business day onsite repair[1]	Get NBD onsite hardware repair after remote diagnosis.[1]
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.
Keep Your Hard Drive Service - Optional	Retain your hard drive and its data if a replacement is needed. KYHD helps with security and compliance requirements (GDPR and HIPPA, for example).
Accidental damage coverage[2] - Optional	Covers drops, spills and surges. Excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage.
Extended Battery Service - Optional	Entitles you to a single battery replacement in case of failure after the first year.
Term-based subscription - US and Canada	Spread support costs over the lifecycle of the devices with annual and monthly payment options (direct customers in US and Canada).

[1] Onsite service after remote diagnosis
[2] 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.

Connect for a richer experience

SupportAssist, our AI-powered technology, allows you to manage your entire PC fleet from a modern, intuitive online dashboard and stay in control for better user experiences.

Learn more about **ProSupport Suite for PCs**.

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