

A Future Ready Workforce from Day One

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DELLEMC / Forum

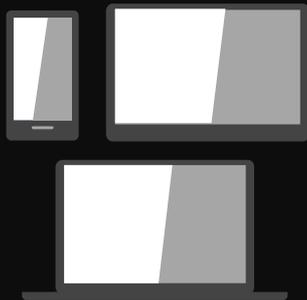
Thinking about System Deployment

A hand is shown holding a black tablet. The background is a bright blue sky with white clouds and a sun in the upper right corner. The Dell EMC logo is visible in the bottom right corner.
DELL EMC / Forum

LOW VALUE

Devices & OS

Commoditized
IT Services



Keep
PCs
working

RFPS • Auctions • Optimizing Box Cost

HIGH VALUE

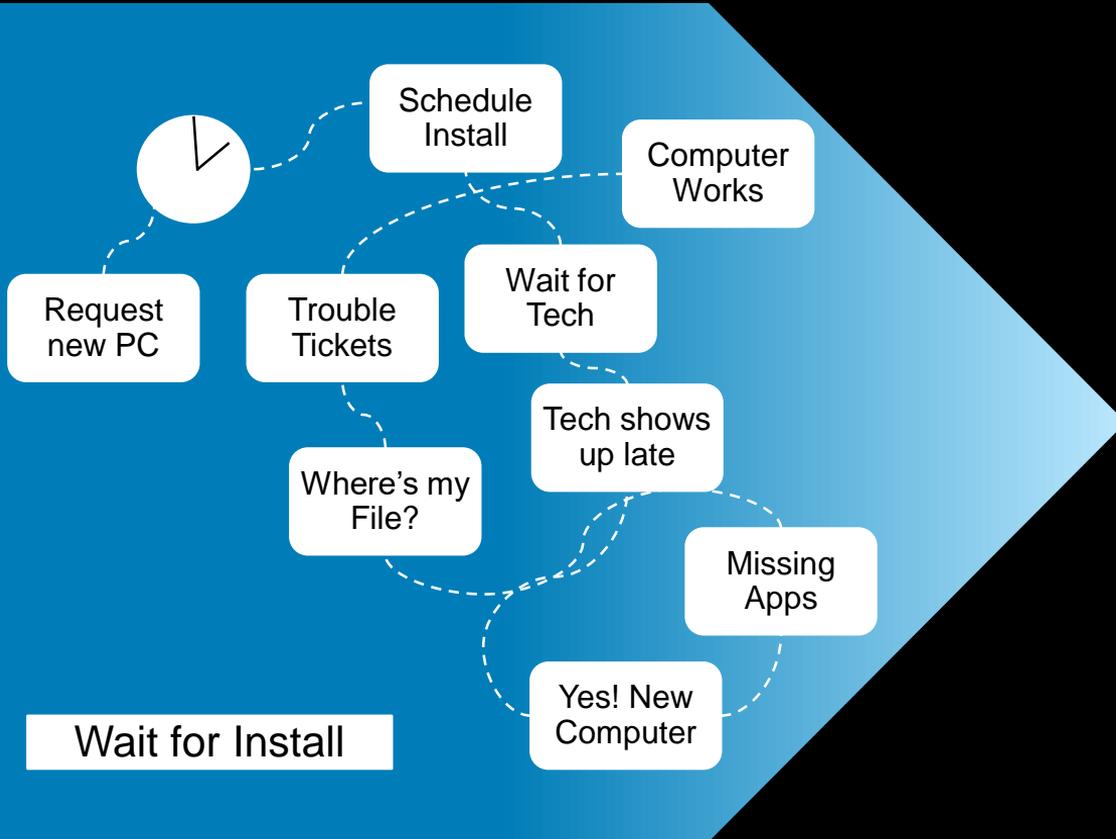
Digital
Transformation

IT
Transformation

Workforce
Transformation

Security
Transformation

End User Experience



1

Logoff & shutdown Old PC



2

Turn on & login to New PC



3

Start Using Your New Computer

Typical process

Manufacturing

Build PC	Load Image	Ship
\$0	\$30	\$25

Warehouse & Staging

Warranty Starts	Receiving & Handling	Depreciation	Asset Tag	Asset Report	BIOS Settings	Patch OS and Apps	Install Dept Apps	Marry Equipment	Ship
	\$20	\$20	\$15	\$10	\$6	\$11	\$20	\$15	\$25

Deskside

Join Domain	Deliver	Physical Install	Install User Apps	Data Migration	Trouble Tickets	PMO	Total \$268
\$6	\$10	\$5	\$15	\$20	\$25	\$15	

Move work to the factory

Factory

Image Load

Asset Tag

Asset Report

BIOS Settings

Join Domain

Patch OS (SCCM)

Install Apps (SCCM)

Data Migration (Cloud)

Warehouse/Staging

Onsite

Moving work to
the factory saves money and time.
+ much better for
mobile and remote users

Minimize user impact

Factory

Image Load

Asset

Asset R

BIOS Se

Join Do

Patch OS (SCCM)

Install Apps (SCCM)

Data Migration (Cloud)

Warehousing/Staging

Onsite deployment becomes just as easy as deploying a new smartphone

Onsite

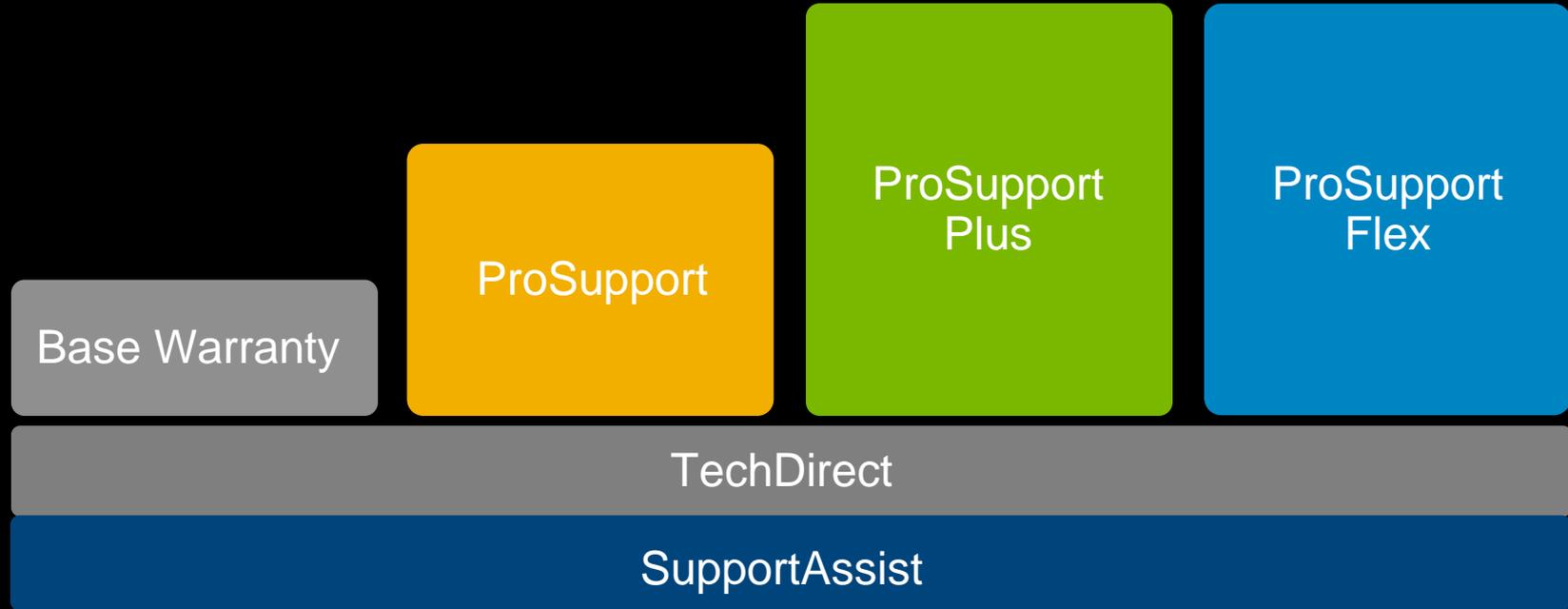
Unbox & Dock

What about Support?

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Tools for Commercial support

Good, better, best and semi-custom enabled by industry leading technology



Reduce customer effort and downtime with SupportAssist

Proactive and predictive automated support

Hardware Support

Traditional manual support
Higher customer effort, longer downtime



Hardware & Software Support with ProSupport Plus

Proactive automated support
Less customer effort and downtime



Predictive automated support*
Avoid failures and downtime



*hard drives and batteries



Parts dispatch, case management workflow and asset reporting

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TechDirect

Simple

Convenient

Customizable

1 tool

11 languages

Bypass phone-based support requests

Efficient online resolution for Client and Infrastructure

Manage status and history of support requests

Access profile information, installation certifications and Message Center

Modular layout = custom dashboard, reports and summaries

Custom reporting

Full parts dispatch enrollment of assets and warranties built into workflow

DELL TechDirect

Dell Support | Contact Us

Announcing TechDirect.
One online tool for efficient problem resolution.
[Enroll today.](#)

Quickly resolve everyday incidents and self-dispatch parts globally
With TechDirect, access an easy-to-use online tool to help you streamline your troubleshooting routine and centralize support case management. Many hardware incidents require rapid, repeatable intervention and time spent on the phone means less time for IT resources to focus on more strategic projects and business requirements. Take advantage of Dell's TechDirect online portal for efficient problem resolution.

Parts dispatch and certifications
Intuitive navigation and dashboard format to access everything you need to create and manage dispatches and installation certifications.

Support case management
Open, track status and archive tech support cases in one location; centralize management of multiple tasks and time spent on phone-based troubleshooting.

Globally accessible
Choose from 11 languages or set preferred language. Also, rely on next business day parts delivery.

Labor reimbursement option
Configure your account to include labor reimbursement and eliminate payment delays with our electronic deposit process.

Sign In
Email Address
Password
[Forgot Password?](#)
 Remember me
[Submit](#)

Don't have a TechDirect Account?
[Enroll Now](#)

Popular Documents
[User Guide](#)
[FAQ](#)

Get Started | [Resources](#) | [TechDirect](#)

Follow the simple enrollment steps:

You may create an account as an Administrator and set up Technicians within your organization to dispatch parts and obtain certifications. As a Technician, you may use TechDirect to open and manage tech support cases, simply complete the enrollment steps for Tech Support only use. Please [Contact Us](#) if you have any questions.

1. Complete enrollment application.
2. Choose program level.
3. Acknowledge Terms and Conditions.
4. Complete Financial Documents and Submit Enrollment Fee (if applicable).
5. Configure Technicians and Customers.

[Enroll Now](#)

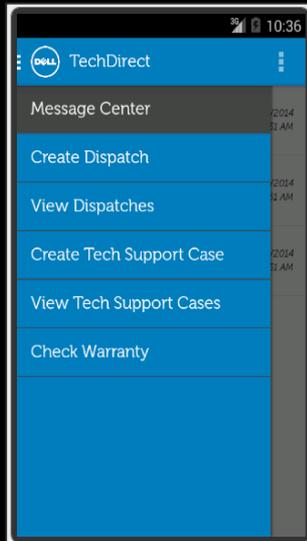
TechDirect - Mobile app



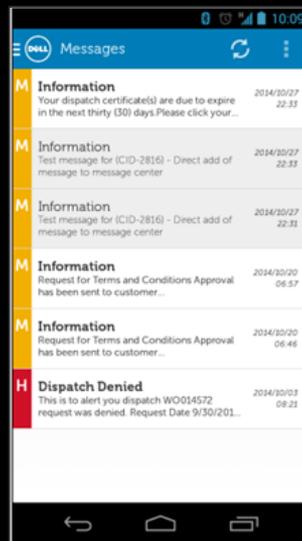
Available on iOS and Android devices



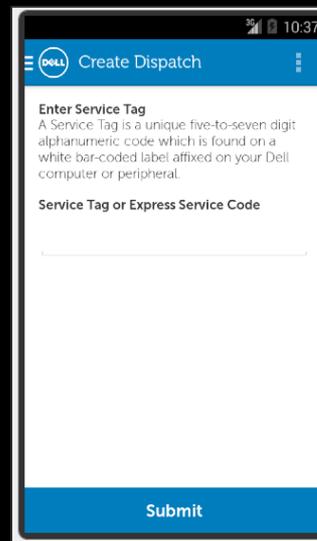
Does your team need the ability to engage Dell Tech Support and dispatch parts on the go? TechDirect mobile app, available in English for iOS and Android devices.



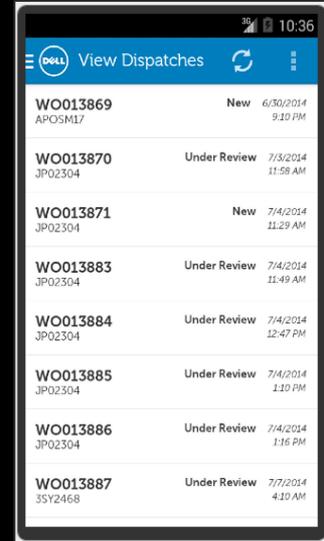
Home screen



Message Center



Create Dispatches

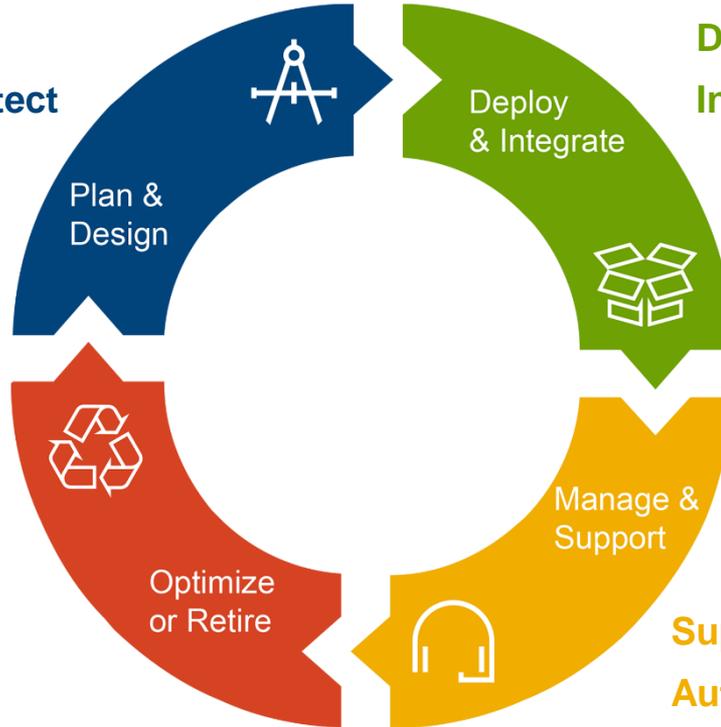


View Dispatches

Dell IT Lifecycle Services – what we do

Transform and modernize through end-to-end services aligned to the IT lifecycle

Deployment Consulting:
Strategize | Analyze | Architect



Deployment/Residency:
Install | Configure | Migrate | Augment

Asset Resale & Recycling:
Evaluate | Resell | Recycle

Support:
Automate | Protect | Maintain | Repair

D  **LEMC**

Dell EMC Services

Driving the rapid adoption and optimization of your digital technologies

CONSULTING

Harness the power of business urgency with help from our consultants

DEPLOYMENT

Accelerate technology adoption with expert deployment designed for you

SUPPORT

Maximize productivity with expert support backed by proactive, predictive tools

TRAINING

Develop and retain valuable IT talent through continuous learning

