Dell ProSupport Suite for PCs

	Basic	ProSupport	**ProSupport Plus**	ProSupport Flex
Self-healing automations *via SupportAssist AI technology*				
Library of Dell-authored scripts to automate tasks and remediate issues			✓	✓
Automated PC optimizations			✓	✓
Custom catalogs for remote BIOS, driver and firmware updates			✓	✓
Proactive monitoring *via SupportAssist AI technology*				
Customizable dashboard in TechDirect portal	✓	✓	✓	✓
Fleetwide view of security, health and application experience scores	✓	✓	✓	✓
Proactive and predictive hardware alerts with auto dispatch		✓	✓	✓
System-level performance and utilization metrics		✓	✓	✓
BIOS, driver, firmware and application version tracking for compliance		✓	✓	✓
PC inventory with sites and grouping for asset management		✓	✓	✓
Support essentials				
Technical support with AI-driven troubleshooting tools	Business hours only	24x7	24x7	24x7
In-region ProSupport expert assistance for hardware and software issues		✓	Priority access	✓
Next business day onsite repair[1]		✓	✓	✓
International travel support	✓	✓	✓	✓
Technical Customer Success Manager			500 system minimum	✓
Keep Your Hard Drive Service			✓	Optional
Accidental damage coverage[2]			✓	Optional
Extended Battery Service			Optional	Optional
Term-based subscription			US and Canada	US and Canada