

Free up time for your IT department



Let
Dell Technologies
manage your IT
operations so you
can focus your
team on growing
the business.

Dell ProManage for end users

Shift the burden of end-user support and device management to Dell and leverage the strengths of our service experts and innovative technologies to automate and deliver essential IT functions including service desk and management of end user devices.

A pre-defined offer at a predictable price. You will receive a fully-staffed service desk trained and ready to assume all technical support functions, along with the management of end-user devices leveraging industry-leading AI technologies – priced per user, per month and optimized for 300 to 3,000 users.

End-user support, how and when they need it. End users access an online service portal for IT support, providing them with several ways to engage with the service desk. They may choose the self-help knowledge center and search for “how-to” information or they can request collaborative assistance through live chat or phone support. Our service experts are ready 24x7 to resolve common issues and will quickly route more complicated issues to the appropriate resolution team.

Less end-user downtime. Dell SupportAssist and VMware® Workspace ONE® are key technologies that enable the end-user technology experience. We provide automated proactive monitoring and management of multi-vendor systems and software, which optimizes device performance and improves security, enabling greater end-user productivity.

Multi-layer security protects company data and devices. We take an integrated approach to protecting endpoints against unknown threats. Leveraging Workspace ONE allows us to seamlessly manage end-user security needs as part of device management, without impacting their experience.

A partner you can trust. Dell is an extension of your IT department, providing the scale and skill you need to grow your business. With a complete end-to-end support process, we take care of the daily burden of management to will free up your staff to focus on strategic business priorities.

Service Desk		
Support options available through the online service portal	<ul style="list-style-type: none"> Browse knowledge-base and how-to articles to fix issues on their own Connect with ProManage service experts through live chat or by phone Browse the catalog to request a service Service portal available through a desktop and a mobile application 	Easy to access information and support, followed through to resolution
24x7 access to help	<ul style="list-style-type: none"> Available 24x7 either through live chat or by phone ProManage service experts are highly-skilled, extensively-trained support engineers 	
Hardware and software troubleshooting	<ul style="list-style-type: none"> Self-service password reset option enables end users to reset their password without direct IT support, minimizing downtime Support for multi-vendor, multi-platform, and multi-OS environments with service experts ready to troubleshoot and resolve incidents as quickly as possible the first time Automated proactive hardware monitoring enabled by SupportAssist will identify issues and initiate a service incident on behalf of the end user 	
Device Management		
Remote monitoring	<ul style="list-style-type: none"> Monitor device health, performance and application usage for all registered devices in the managed environment Enabled by industry-leading Dell SupportAssist and VMware Workspace ONE technology 	Proactively monitor, update and manage the end-user environment to optimize device performance and improve end-user productivity
Provisioning and application packaging	<ul style="list-style-type: none"> Create and manage two modern provisioning user profiles per operating system, reviewed and updated annually Manage standard and custom application packaging and updates 	
Patch and operating system management	<ul style="list-style-type: none"> Actively monitor OS and software databases to rigorously test and roll-out updates and patches as needed Implement one OS upgrade per platform, per year to align with Microsoft's fall release 	
Security Management		
Enforce security policies	<ul style="list-style-type: none"> Enforce customer-provided anti-virus, anti-malware and anti-ransomware policies and provide customer notification of out of policy devices 	Defend against security risks without impacting the end-user experience
Reduce unauthorized access	<ul style="list-style-type: none"> Windows 10 or macOS firewalls provide protection against outside attackers by shielding devices from malicious or unnecessary Internet traffic Disc encryption protects information by converting it into unreadable code that cannot be deciphered easily by unauthorized people 	
Manage application usage	<ul style="list-style-type: none"> Application blacklist and whitelisting prevents or allows the execution of listed applications by executable name Conditional access decisions are applied to applications based on the users identity 	
Protect business applications and data	<ul style="list-style-type: none"> Enterprise wipe removes all business data from an enrolled device in the event an end user leaves or when a device is lost or stolen 	
Account Management Team		
Onboarding Manager	<ul style="list-style-type: none"> Establish a strong partnership between you and Dell Track and manage all phases of the onboarding process to ensure a smooth transition Up and running with ProManage in as little as 30 business days 	Designated team to oversee account performance and deliver maximum customer value
ProManage Experience Manager	<ul style="list-style-type: none"> A designated team that provides reporting, billing, account true-up and governance back to you through the life of the contract 	