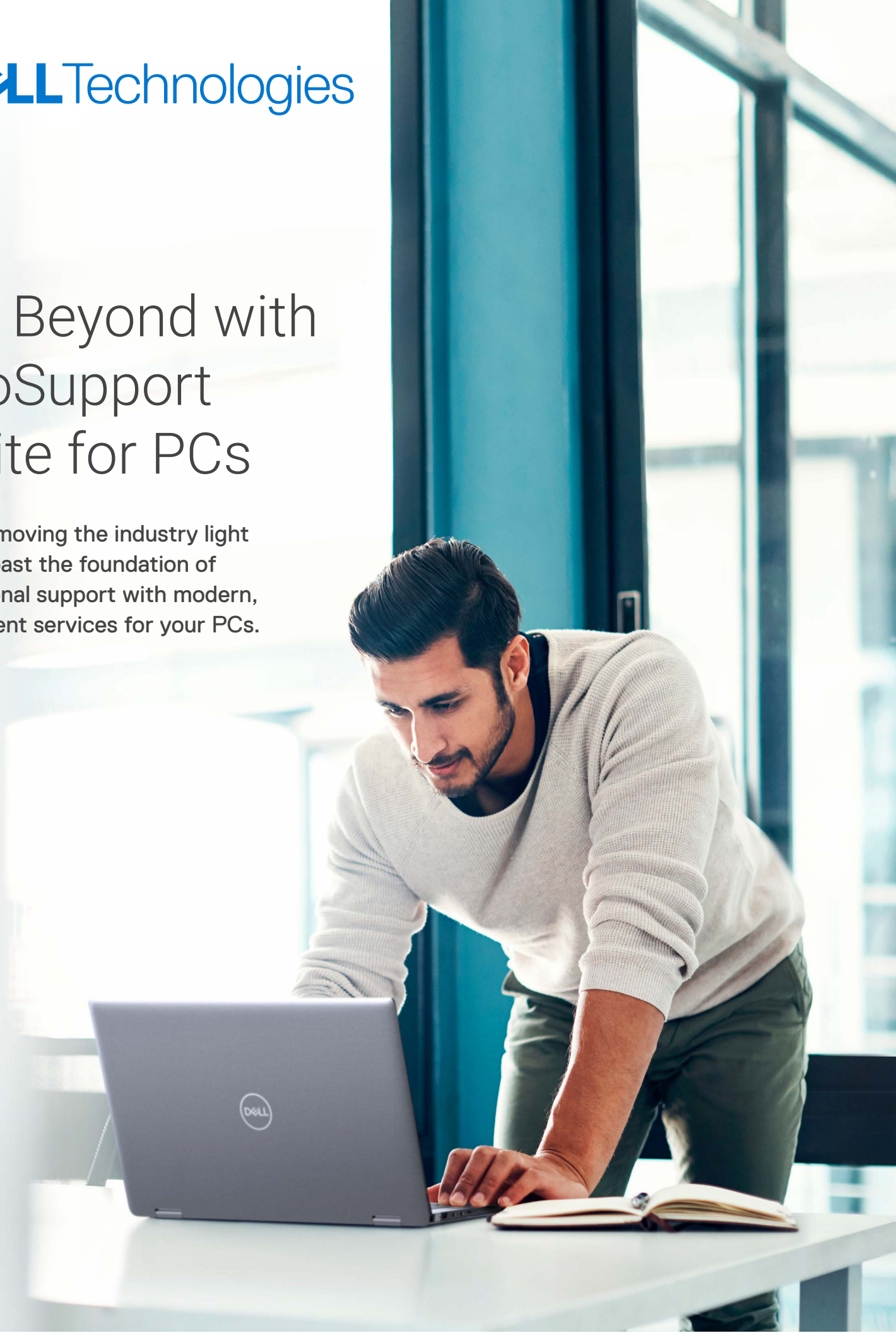# Go Beyond with ProSupport Suite for PCs

Dell is moving the industry light years past the foundation of traditional support with modern, intelligent services for your PCs.

Intelligent, predictive, and automated support for today's modern workforce

Work happens everywhere, all the time. And IT teams don't need to just keep up, they need to stay ahead.

You need to pinpoint and resolve developing issues remotely. You need a holistic view of what's happening in your fleet of PCs. You need the ability to make updates and optimizations remotely and in a customizable way. Most importantly, you need to keep your employees productive and free of frustration. You need smarter support with **ProSupport Suite for PCs**.

A Forrester Consulting thought leadership spotlight March 2023 study of IT leaders revealed:

75%
need external expertise to help achieve specific outcomes[1]

>94%
are planning to either increase or maintain their investment in services[1]

64%
say they need IT services providers to help them provide a better experience for their hybrid/remote workforce[1]

48%
need services that leverage AI-powered automated/proactive/predictive/prescriptive capabilities[1]

The evolution of modern support

Developing software to support your hardware is not new for Dell. In fact, we've been developing software for support services since 2015. And now we are developing employee-centric support software to give you a holistic view of your IT environment and allow you to predict and prevent issues before they cause employee frustration.

What's next? We're leading the way to self-healing PCs to ensure your teams are always productive.

PROSUPPORT PLUS IS THE:

→ First support service to provide actionable health, application experience, and security scores on one dashboard[3]

→ Only support service to provide automated custom update catalog management and deployment[3]

→ First support service to provide remote remediation of developing or existing issues[3]

2015

2019

2021

2022
and beyond

Leading the way to self-healing PCs

Dell ProSupport Plus
- Predictive and proactive support
- Detects and resolves issues as they develop rather than after they cause problems
- First in the industry to develop proactive and predictive capabilities[2]

Fleet-wide management added to ProSupport Suite
- Addition of fleetwide management and remote resolution on select issues
- Accelerated transition to work-from-anywhere environment four months prior to COVID-19

Intelligent support and advanced remediation added to ProSupport Suite
- Manage, support, and resolve issues remotely from a single dashboard
- Customize IT experience through custom rules and update catalogs
- Discover trends via utilization metrics

Find the features best suited for your support needs

The ProSupport Suite for PCs provides services across the board, whether you need just a little help or the most complete service available. Our suite of services includes:

ProSupport for PCs

For when a basic hardware warranty just won't cut it and your team needs extra support to stay productive

ProSupport Plus for PCs

For the IT team that wants automated, customized, AI-driven support to manage your entire Dell fleet and the complete employee experience

ProSupport Flex for PCs

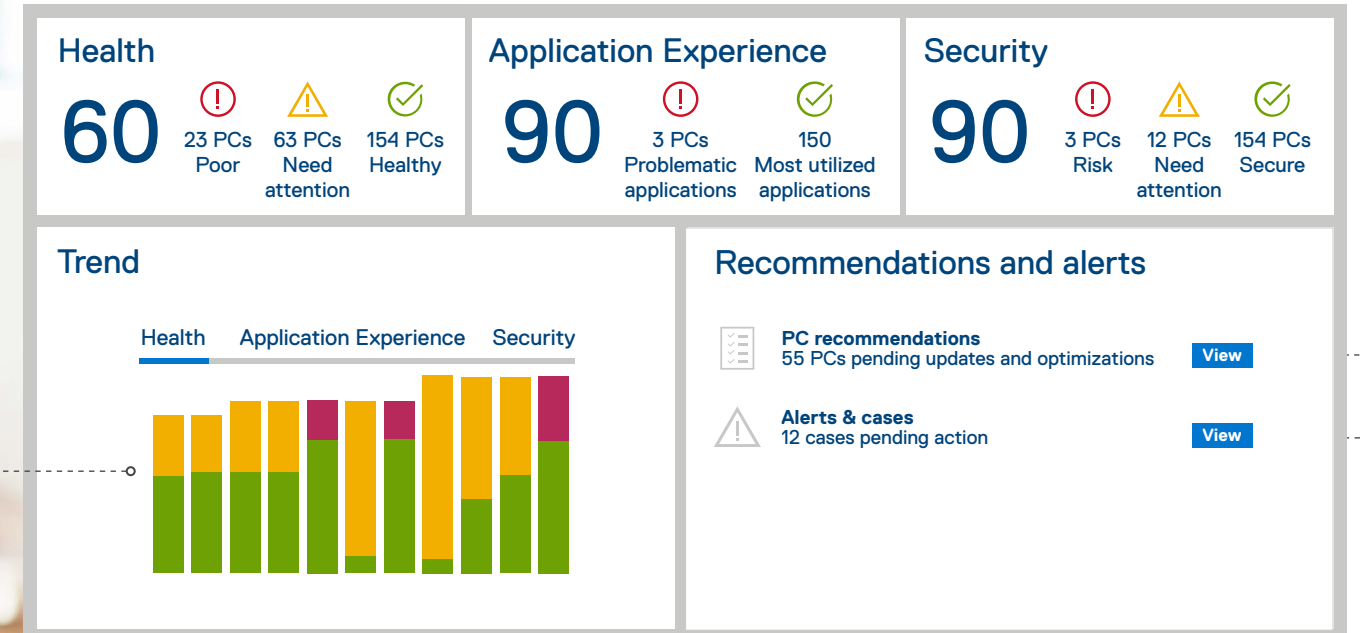For the IT team of a large enterprise that needs flexible options to supplement in-house IT

ProSupport for PCs

Modern insights complement proactive support to increase productivity

Health, application experience, and security scores — ProSupport provides quick analysis of the health of your fleet of Dell PCs, with the ability to zoom in and pinpoint issues on a single device.

Health

60
- ! 23 PCs Poor
- ⚠ 63 PCs Need attention
- ✓ 154 PCs Healthy

Application Experience

90
- ! 3 PCs Problematic applications
- ✓ 150 Most utilized applications

Security

90
- ! 3 PCs Risk
- ⚠ 12 PCs Need attention
- ✓ 154 PCs Secure

Trend

Health   Application Experience   Security

Recommendations and alerts

PC recommendations
55 PCs pending updates and optimizations — [View] — ②

Alerts & cases
12 cases pending action — [View] — ③

Simulated dashboard

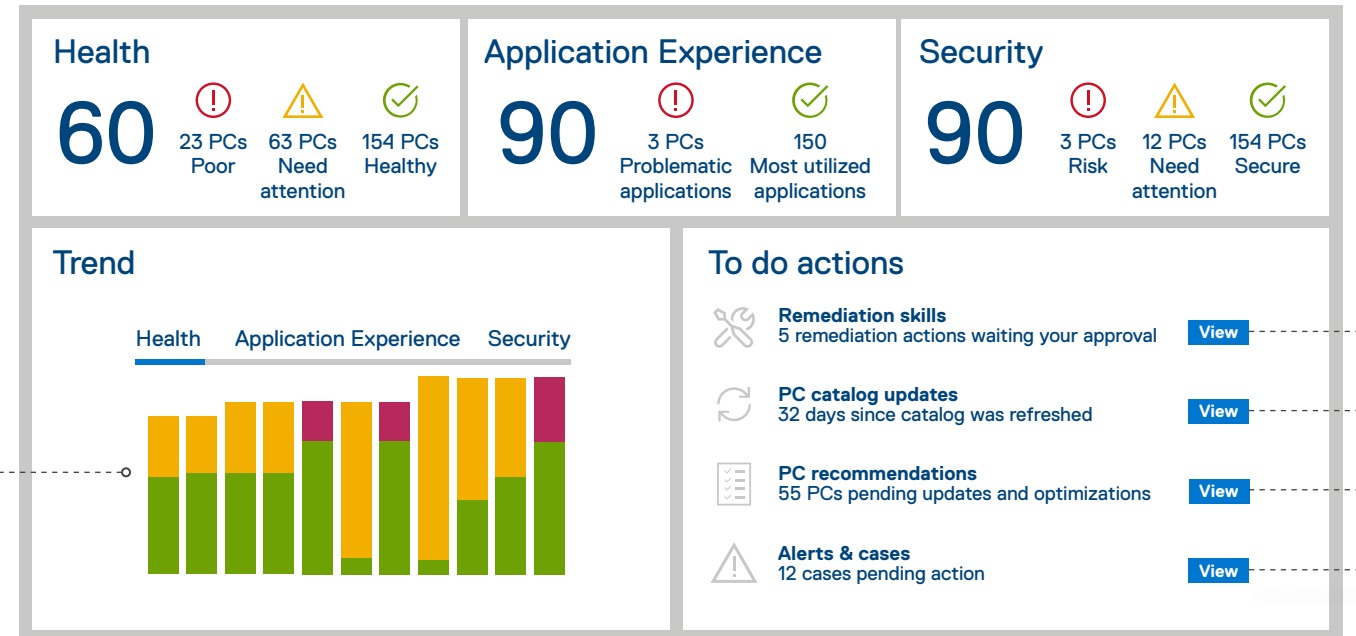| ① **AI-driven utilization metrics**	Trends and performance issues are uncovered through real-time hardware and software utilization metrics.
Early detection of issues	Predictive AI identifies issues before they become problems, automatically creates a case, and provides a proactive path for resolution.
Recommendations for increased performance ②	Visibility of intelligent insights and recommendations to identify PCs needing updates or optimizations
Issue detection and resolution ③	Proactive detection of issues and automatic case creation that resolves issues six times faster than the competition to increase employee productivity[4]
Traditional support	24x7 direct access to in-region ProSupport experts, hardware and software support, onsite next business day service and command carrier monitoring of parts and labor delivery

LEARN MORE about ProSupport for PCs

ProSupport Plus for PCs

Delivering modern, intelligent support focused on the productivity of your IT team and end users

Health, application experience, and security scores — Telemetry, scores, alerts and recommendations provide a holistic view of your fleet of Dell PCs. On a single screen, gauge the percentage of devices that are healthy, at risk, or impaired.

Health
60
- 23 PCs Poor
- 63 PCs Need attention
- 154 PCs Healthy

Application Experience
90
- 3 PCs Problematic applications
- 150 Most utilized applications

Security
90
- 3 PCs Risk
- 12 PCs Need attention
- 154 PCs Secure

Trend
Health   Application Experience   Security

To do actions

Remediation skills
5 remediation actions waiting your approval — View — (5)

PC catalog updates
32 days since catalog was refreshed — View — (4)

PC recommendations
55 PCs pending updates and optimizations — View — (3)

Alerts & cases
12 cases pending action — View — (2)

Simulated dashboard

(1) AI-driven utilization metrics — Trends and performance issues are uncovered through real-time utilization metrics, allowing IT to find root causes and resolve problems across the Dell fleet.

(2) Early detection of issues — Predictive AI identifies issues before they become problems, automatically creates a case, and provides a proactive path for resolution.

(3) Tailored recommendations — Actionable, intelligent recommendations for optimizing, upgrading, and repairing PCs to increase productivity for employees.

(4) Custom update catalog management — Automated, custom update catalog creation and deployment delivers seamless, remote updates for Dell BIOS, drivers, firmware, and applications.

(5) Remote resolution — Define and orchestrate remote remediation workflows. Organize by work groups or functions. Choose auto update or repair on your own.

Repairs and retention — Protect your investments. ProSupport Plus for PCs includes repairs and replacements for accidental damage and the ability to retain your hard drive and its data should it need replacement.

Traditional support — Gain 24x7 priority access to in-region ProSupport experts, hardware and software support, and onsite next business day service.

Service Account Manager — Benefit from designated support for escalation management, incident reporting, and asset-base / account planning.[10]

Subscription model — Spread support costs over the lifecycle of the devices with annual and monthly payment options[12] (direct customers in US and Canada).
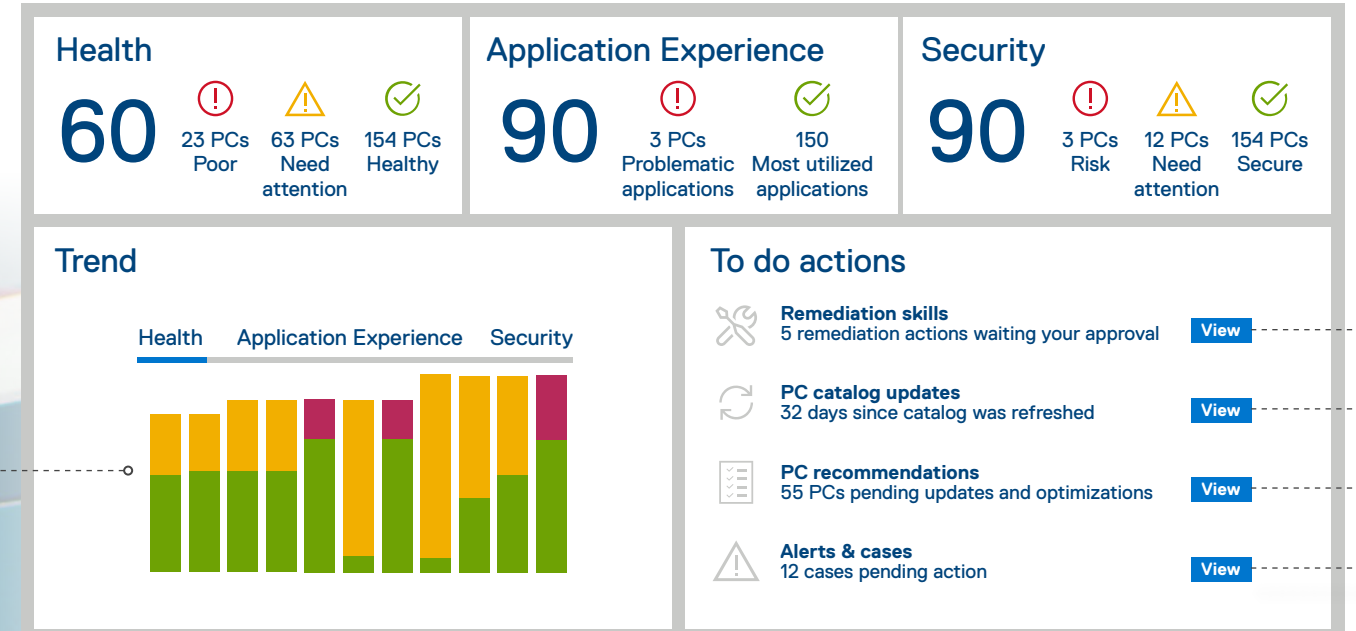
LEARN MORE about ProSupport Plus for PCs

ProSupport Flex for PCs

Personalized, scalable support for self-maintaining customers

Health, application experience, and security scores

Telemetry, scores, alerts, and recommendations provide a holistic view of your fleet of Dell PCs. On a single screen, gauge the percentage of devices that are healthy, at risk, or impaired.

Health
60
- ! 23 PCs Poor
- ⚠ 63 PCs Need attention
- ✓ 154 PCs Healthy

Application Experience
90
- ! 3 PCs Problematic applications
- ✓ 150 Most utilized applications

Security
90
- ! 3 PCs Risk
- ⚠ 12 PCs Need attention
- ✓ 154 PCs Secure

Trend
Health   Application Experience   Security

To do actions
- 🛠 **Remediation skills** — 5 remediation actions waiting your approval — View — ⑤
- 🔄 **PC catalog updates** — 32 days since catalog was refreshed — View — ④
- 📋 **PC recommendations** — 55 PCs pending updates and optimizations — View — ③
- ⚠ **Alerts & cases** — 12 cases pending action — View — ②

Simulated dashboard

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① AI-driven utilization metrics — Trends and performance issues are uncovered through real-time utilization metrics, allowing IT to find root causes and resolve problems across the Dell fleet.

② Early detection of issues — Predictive AI identifies issues before they become problems, automatically creates a case, and provides a proactive path for resolution.

③ Tailored recommendations — Actionable, intelligent recommendations for optimizing, upgrading, and repairing PCs to increase productivity for employees.

④ Custom update catalog management — Automated, custom update catalog creation and deployment delivers seamless, remote updates for Dell BIOS, drivers, firmware, and applications.

⑤ Remote resolution — Define and orchestrate remote remediation workflows. Organize by work groups or functions. Choose auto update or repair on your own.

Customized dashboard — See a clear view of the devices or elements most meaningful to you, with the ability to zoom out to the entire fleet or zoom in on a single device.

Modular options — Protect your investments—including repairs and replacements—from accidental damage, and retain your hard drives and their data should they need replacement.

Service Account Manager — Benefit from designated support for escalation management, incident reporting, and asset-base / account planning.[10]

Subscription model — Spread support costs over the lifecycle of the devices with annual and monthly payment options[12] (direct customers in US and Canada).

LEARN MORE about ProSupport Flex for PCs

Unlock your AI-driven connectivity technology to manage your PC fleet telemetry from a single pane of glass

Have you ever heard the new twist on a familiar expression: "the devil is in the data"?

Data is the lifeblood of our SupportAssist software and vital for our AI platform.

We leverage system data from customer environments with gold-standard security for transport and storage, and correlate it with years of incident and engineering data from field and tech-support teams as well as manufacturers. But it's not enough to have billions of data points; it's what you do with them that counts.

Using sophisticated AI models, including machine learning, SupportAssist can find and apply patterns to detect accurately the first time the right problem to address. It's how we cut through the noise of monitoring billions of events daily to resolve issues before they slow your employees down.

SupportAssist is our smart technology behind ProSupport Suite for PCs that keeps your PC fleet confidently running its best. SupportAssist is configured and deployed from your self-serve portal, TechDirect.

TechDirect is your easy-access gateway to data-driven differentiators

1 Deliver a unified, modern, online user experience with easy navigation and PC management.

2 Customize your dashboard to monitor, detect and take action on your entire Dell fleet or a single PC, showcasing new scores for health, application experience, and security.

3 Automate creation and deployment of custom catalogs for Dell BIOS, drivers, firmware, and applications.

4 Create rules that detect and remediate issues remotely to help manage the performance of your Dell PC fleet.

SUPPORTASSIST ENABLES YOU TO:

→ Simplify PC monitoring, tracking, and management

→ Predict issues before they cause frustration

→ Anticipate your team's needs

→ Deliver a hassle-free experience anytime, anywhere

WATCH SupportAssist for PCs video

LEARN MORE about SupportAssist security

and how we securely monitor, transmit, and store data to leverage the benefits of connectivity.

CONNECT with SupportAssist

To take advantage of all the features in the ProSupport Suite for PCs, you need to download SupportAssist from the TechDirect portal at **Dell.com/TechDirect**.

Dell ProSupport Suite for PCs

What you should expect from world-class support:

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex[11]
Technical support the way it works **best for you** (phone or chat)	Business hours	Phone 24x7	Phone 24x7	Phone 24x7
Hardware repair **to reduce productivity downtime**	Varies	Onsite NBD[5]	Onsite NBD[5]	Onsite NBD[5]
Direct access to **in-region** ProSupport experts for hardware and software[6] issues		◎	Priority Access	◎
Command center monitoring for **on-time parts and labor delivery**		◎	◎	◎
Service Account Manager for **designated account reporting and planning**[10]			◎	◎
Hard drive retention after replacement[9] to **secure privacy of data**			◎	Optional
Accident coverage for drops, spills and surges[8]			◎	Optional

Dell doesn't stop there. We do more to support you:

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex[11]
TechDirect is your online portal to connect[7] **and manage your Dell fleet:**	◎	◎	◎	◎
→ **Self-service** case management and parts dispatch	◎	◎	◎	◎
→ **Quick analysis** of health, application experience and security scores	◎	◎	◎	◎
→ **Proactive issue resolution** with automated detection, case creation and support		◎	◎	◎
→ Utilization metrics to **uncover performance issues and trends**		◎	◎	◎
→ **Predictive** issue detection and **resolution before failures to reduce disruptions**		◎	◎	◎
→ Automatic creation and deployment of custom catalogs for Dell BIOS, drivers, firmware, and applications to provide **remote and seamless updates**			◎	◎
→ Customized rules that allow you to **define remote remediation workflows**			◎	◎
Term-based subscription[12] **model available in monthly or annual payments**			US & Canada	US & Canada

Level up your help desk with modernized support

Your customers expect world-class support, so take your help desk to the next level by delivering modern, AI-driven, PC management. Partners have access to all the ProSupport Suite for PCs features including access in a single dashboard to fleet-wide device management for multiple customers.

- Stay ahead of issues with **AI-driven analytics and insights.**

- Set up rules for **alerts and issues remediation** and perform remote remediations if necessary.

- View and manage the **health, application experience, and security scores by customer** in a single view.

- Easily **track warranty expirations and anticipate PC resale opportunities** in your customized dashboard.

- Rely on a **designated Service Account Manager** providing support, account reporting, and planning.[10]

6x
FASTER[4]
ProSupport Suite for PCs is able to **resolve issues 6x faster** than our competition, and we're the only support service to predict and resolve issues remotely.[3]

Why TechDirect with SupportAssist?

More than a decade of self-service online support with **250K** support requests and **1.4 million** self-dispatches globally each year[1]

80+
million connected devices globally, receiving **automated, proactive** support[14]

Trusted by **73K** enrolled companies and **10K** channel partners enabled to centrally manage PCs

Security first
Secure real time monitoring that collects only the information needed to resolve issues, keeping it secure in the process.

We have the scope and scale to manage the entire process, **end to end**, to save you from multiple tool headaches.

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1. IT Leaders Need IT Services To Achieve Business Outcomes – A Forrester Consulting Thought Leadership Spotlight Study Commissioned by Dell Technologies, March 2023.
2. Based on an IDC Link report "Proactive, Predictive, Prescriptive Deskside and Mobile Worker Support" by Rob Brothers, March 17, 2015.
3. Based on Dell analysis, August 2021.
4. Based on a Principled Technologies report: "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: http://facts.pt/ddv0ne9.
5. Next Business Day (NBD) On-site Service or Advanced Exchange Service after remote diagnosis: (a) On-site Service after remote diagnosis is determined by the online or phone technician and may involve customer access to the inside of the system and multiple extended sessions. If the issue is covered by the Limited Hardware Warranty and cannot be resolved remotely, the technician and/or replacement part will be dispatched, usually in 1 or 2 business days, following the completion of the remote diagnosis. The customer must return the original hardware to Dell according to the rules specified. On-site service is provided by Dell Marketing L.P; Availability varies. Other conditions apply. (b) Advanced Exchange Service replaces hardware after remote diagnosis. The customer must return the original hardware to Dell according to the rules specified. Advanced Exchange Service is subject to country availability. (c) For complete details about On-site Service or Advanced Exchange Service, see dell.com/servicecontracts.
6. Software support with collaborative 3rd party assistance.

7. SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products. Connectivity is required for SupportAssist features. SupportAssist automatically detects and proactively alerts Dell to operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives and batteries.
8. Accidental Damage service is only available during the term for Dell's limited hardware warranty or upgraded service contract, and 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.
9. Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro.
10. Available for ProSupport Plus customers with 500 or more ProSupport Plus systems.
11. Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.
12. Service deactivation fee applies for early termination of subscription contracts. Refer to commercial subscription and auto renewal terms. Not all ProSupport features are available in all locations and/or routes to market.
13. Based on an internal analysis of Dell Technologies portal data including support requests, self-dispatches and users as of April 2021.
14. Based on an internal analysis of Dell Technologies connectivity and portal technologies for enterprise and client systems as of April 2021.

DELLTechnologies