

At-a-Glance for Partners

Onboard and Deploy with SupportAssist for Business PCs

SupportAssist is a proactive and predictive technology that provides automated technical support for Dell PCs in multiple environments. It enables IT administrators to manage their PC fleet from TechDirect anytime, anywhere.

ProSupport Suite for PCs allows you to:

- Gauge the health of multiple environments and remotely resolve developing issues
- Root cause issues and remotely apply solutions to individual PCs or across fleet
- Optimize device performance based on AI-driven performance trends
- Improve employee experience by pinpointing and resolving issues before they develop
- Automate actions and tasks with customized rules

Please view the [Getting Started Guide](#) and [Deployment Guide](#) for additional details.

Onboard to TechDirect

To start managing your clients' PC fleet, you must first connect to TechDirect and deploy SupportAssist.

STEP

1  Create a new or connect to an existing account in TechDirect

Go to TechDirect.Dell.com and acknowledge that you are conducting business on behalf of client.

STEP

2  Activate the Connect and Manage Service

A new client account is auto-generated for your clients approval. Once approved, it will allow you to manage on their behalf.

STEP

3  Deploy or Deploy & Manage

Ensure that the client approves your request to proceed with Deploy only or Deploy & Manage the PC fleet.

Deploy only:

You can only view that you have deployed SupportAssist to client in TechDirect. Client will get the alerts.

Deploy & Manage:

You can customize the experience and manage the client's fleet to handle proactive and predictive alerts.

Configure and Deploy SupportAssist

Now that you've connected to TechDirect, let's configure and deploy SupportAssist.

STEP

1  Create or confirm contact information and shipping details

STEP

2  Configure SupportAssist preferences

STEP

3  Deploy SupportAssist to the fleet of PCs to be managed

STEP

4  Run SupportAssist self-diagnosis test

STEP

5  Start managing and optimizing the PCs in TechDirect

Please visit our [Knowledge Center](#) and the [Partner Portal](#) for more training materials.