

# ProSupport Suite for PCs partner sales card

## At a glance

Your customers expect world-class support. So, take your help desk to the next level by delivering modern, intelligent PC management with Dell ProSupport Suite for PCs.

## Partners benefits:

- 1. Fleetwide management at your fingertips** - View and manage health, application experience and security scores. Plus, take action across multiple customer fleets, all from a single portal.
- 2. Anticipate resell opportunities** Easily track warranty expirations and anticipate PC resell opportunities in your customized dashboard.<sup>3</sup>
- 3. Save time with a Service Account Manager** to help with reporting and planning with ProSupport Plus.<sup>1</sup>
- 4. Up-level your help desk when you resell and manage** your customers' fleet in TechDirect. Plus, you earn higher rebates, margins, tier attainment and labor reimbursement.<sup>3,4</sup>

## Fleetwide device management at your fingertips for multiple customers in TechDirect

### ProSupport

Deepen customer relationships with modern insights and proactive support beyond basic

- **Includes all the foundational support** you expect: 24x7 access to in-region experts, onsite next business day service and single point of contact for hardware and software issues
- **Monitor and analyze** the health, application experience and security scores on a single pane of glass for multiple customers.
- **Plus, detect and proactively resolve** performance issues

### ProSupport Plus

Keep your customers remote workforce productive by keeping a constant pulse on their fleet

- **Includes all the features of ProSupport**
- **Plus, analyze and remotely resolve** issues identified by health, application experience and security scores<sup>5</sup>
- Automate creation and **deployment of custom update catalogs** for Dell BIOS, driver, firmware and applications<sup>5</sup>
- Customize rules for automated remediation<sup>5</sup>
- **Service Account Manager**
- **Coverage for accidents**
- **Keep your hard drive to secure data**

### ProSupport Flex

Customers who need flexible options to supplement in-house IT

- **Includes all the features of ProSupport Plus with options to meet needs for large install base**
- Expert assistance to complement in-house IT capabilities

## Questions to ask your customer

Do you have an efficient process to get employees back to productivity after hardware failures or accidents?

Do you have a remote workforce and count on AI-driven support to stay ahead of issues to keep them productive?

Do you need an efficient process to resolve issues remotely with smart, actionable recommendations?

### Available on

OptiPlex, Latitude, Precision, Vostro, Chromebook and XPS.<sup>2</sup>

### Required connectivity

**SupportAssist** must be deployed and the **customer must authorize the partner** to manage their fleet in TechDirect

## Additional resources:

[DellTechnologies.com/partner/services](https://DellTechnologies.com/partner/services)  
[DellTechnologies.com/SupportAssist](https://DellTechnologies.com/SupportAssist)  
[DellTechnologies.com/Support](https://DellTechnologies.com/Support)  
[TechDirect.com](https://TechDirect.com)

1. ProSupport Plus customers with 500+ entitled systems will be assigned a Service Account Manager to assist with the onboarding process. 2. ProSupport and ProSupport Plus can be sold with Inspiron and Alienware to commercial customers in the US and CA where company numbers are available. 3. Requires deployment of SupportAssist and customer authorization to manage their fleet. 4. Labor reimbursement requires TechDirect certification

# Choose the right support for your customers

## What you should expect from world-class support:

|  | Basic Hardware Service | ProSupport              | ProSupport Plus         | ProSupport Flex <sup>7</sup> |
|--|------------------------|-------------------------|-------------------------|------------------------------|
| Technical support the way it works <b>best for you</b> (phone or chat)                             | Business hours         | Phone 24x7              | Phone 24x7              | Phone 24x7                   |
| Hardware repair <b>to reduce productivity downtime</b>   | Varies                 | Onsite NBD <sup>1</sup> | Onsite NBD <sup>1</sup> | Onsite NBD <sup>1</sup>      |
| Direct access to <b>in-region</b> ProSupport experts for hardware and software <sup>2</sup> issues |                        | ●                       | Priority Access         | ●                            |
| Command center monitoring for <b>on-time parts and labor delivery</b>                              |                        | ●                       | ●                       | ●                            |
| Service Account Manager for <b>designated account reporting and planning</b> <sup>6</sup>          |                        |                         | ●                       | ●                            |
| Hard drive retention after replacement <sup>5</sup> to <b>secure privacy of data</b>               |                        |                         | ●                       | Optional                     |
| <b>Repairs or replacements</b> for accidental damage <sup>4</sup>                                  |                        |                         | ●                       | Optional                     |

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

|  |   |   |   |   |
|--|---|---|---|---|
| <b>TechDirect is your online portal to connect</b> <sup>3</sup> and manage your Dell fleet:  | ● | ● | ● | ● |
| • <b>Self-service</b> case management and parts dispatch   | ● | ● | ● | ● |
| • <b>Quick analysis</b> of health, application experience & security scores  |   | ● | ● | ● |
| • <b>Proactive issue resolution</b> with automated detection, case creation & support  |   | ● | ● | ● |
| • Utilization metrics <b>uncover performance issues and trends</b>   |   | ● | ● | ● |
| • <b>Predictive</b> issue detection and <b>resolution before failures reduce disruptions</b>   |   |   | ● | ● |
| • Automatic creation and deployment of custom catalogs for Dell BIOS, driver, firmware and applications provide <b>remote and seamless updates</b> |   |   | ● | ● |
| • Customized rules allow you to <b>define remote remediation workflows</b>   |   |   | ● | ● |

<sup>1</sup> Onsite availability varies by country and service purchased. Onsite service after remote diagnosis. <sup>2</sup> Software support with collaborative 3<sup>rd</sup> party assistance. <sup>3</sup> SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products. 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, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans. <sup>4</sup> Accidental Damage service 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. <sup>5</sup> Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro. <sup>6</sup> Available for ProSupport Plus customers with 500 or more ProSupport Plus systems <sup>7</sup> Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.