ProSupport Suite for PCs



Self-healing automation is here

Optimize PC performance and resolve PC problems without human intervention or end user disruption.

> Maximize PC uptime with Al-driven technology, self-healing automation and efficient assisted support when you need it.







Get connected for a richer experience



support offer **ProSupport**

Choose your

- **ProSupport Plus**
- **ProSupport Flex**

for Business PCs Take advantage of our Al-driven

Connect to SupportAssist

automation by connecting your entitled devices

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

TechDirect A single portal for end-to-

end IT control, anytime anywhere

IT leaders agree on benefits of Al-powered

Why connect?

connectivity technology from IT service providers

agree that using automated support tools and technology allows them to focus on stategic initiatives1

of IT decision-makers

customers like no other service can

641 hours of admin time per year on recurring

Save up to

tasks for a 1,000-device fleet2

Initiate driver and firmware updates

for an entire fleet in as little as

37 seconds²

ProSupport Suite supports

Only support service to provide

automated custom update catalog

management and deployment4 and

custom rules engines to automate and customize the way you do IT

to stack services3

ProSupport Plus for PCs offers the

most comprehensive capabilities in a single solution - without the need

Automate and customize

to eliminate downtime



AK Giltrap Group

Take it from some of our ProSupport Suite customers







International

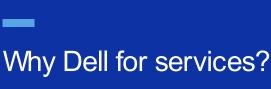




BAKER BOTTS







200M+

36+ TB

Of telemetry

data daily

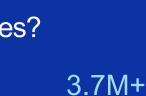
>60K

Based on Dell internal numbers, November 2023.

Service & Partner

Professionals

Assets supported



Issues predicted annually 6

170

command centers

Services

Countries

24 x 7 x 365 Support anytime

95%

Technical support

CSAT rating

© 2024 Dell Inc. or its subsidiaries. All Rights Reserved. Dell and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be trademarks of their respective owners. Dell Inc. believes the information in this document is accurate as of its publication date. The information is subject to change without notice. March 2024-NS