

Providing end users the support they need, how and when they need it



Fast issue resolution by highly skilled support engineers – from Dell

Service Desk

Get help via knowledge base, chat, phone, app – end user makes the choice

Service Desk is your single source for help in managing and resolving end user requests or issues. Our remote teams include highly skilled, extensively trained support engineers, available 24x7. Typical support activities include hardware and software troubleshooting, password resets, single sign-on, and assistance with a wide range of common tasks.

End users can choose their preferred support experience through the online IT service portal. They can browse self-help for knowledge base and how-to articles, connect with service experts through live chat or by phone, or use convenient mobile or desktop applications.

We have developed a streamlined process to resolve hardware and software issues quickly. Our processes are designed to support multi-vendor, multi-platform, multi-OS environments. We utilize remote screen sharing and remote control technologies to speed issue resolution. When highly complex issues present, the team can escalate to advanced Level 3 support engineers.

Key benefits:

- You can rest assured knowing support is available anytime, day or night
- A fast path to issue resolution for your employees keeps them more productive should hardware or software issues arise
- Your employees choose their support experience based on their own personal preference
- Predictable IT budget and spend
- Free up time for your IT department to focus on business priorities



Solution Attributes

Issue resolution

- Hardware and software troubleshooting
- Single source for IT self-help information
- Self Service Password Reset and Single Sign On
- Multi-vendor, multi-platform, and multi-OS support

End user support communication

- 24x7 access to service experts for end user issue support
- Apps for mobile and desktop
- Knowledge base and how-to articles

Account management

- Streamlined customer onboarding process, including management of installed base onboarding
- Service Delivery Manager provides delivery management for account outcomes and value realization; and delivery performance.
- ProSupport or ProSupport Plus is required on Dell devices to be eligible for Service Desk. Non-Dell devices are required to have basic warranty coverage at a minimum.

Provide your end users the expert support they need from Dell

Service Desk handles day-to-day end user support activities, freeing customer IT teams to spend more time on IT initiatives with positive business impact. We have the expertise, best practices and support technologies to provide world-class support to your end users. As your organization grows, the Dell team scales with you.

For more information, please contact your Dell Technologies representative or visit [Dell Managed Services](#)