SupportAssist for Business PCs

Training_September 2023

DELL Technologies

Intros

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Agenda

1

15 MIN

Technology Introduction

Overview of SupportAssist for Business PCs, TechDirect and getting the most out of your ProSupport Suite for PCs experience.

2

45 MIN

LIVE Demonstration

Creating and configuring your deployment package

Pushing remote updates to your Dell PC fleet

- Dell Recommended Updates
- Dell Custom Catalog Updates

Health, application and security score dashboard

Best Practices

3

5 MIN

Question & Answer

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Have you met **SupportAssist**?

SupportAssist is our smart connectivity technology that keeps PCs running like new anytime, anywhere.

Stay in control of better PC experiences with:

- **Proactive and predictive** issue detection and resolution capabilities
- **Quick analysis** of PC health and performance
- Latest **driver and firmware updates**
- **24/7 support**
- Additional **protection from virus and malware**
- Options to **manage a single PC or your entire PC fleet**

Do you know which one is right for you?

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Smarter support, even without an IT team

Leverage SupportAssist for out-of-the-box managed benefits

Locally Managed

Most common experience for small business customers: Managed by users locally, on-the-box

SupportAssist for Home PCs

For teams who do not choose to manage their PCs centrally, users can manage **features locally on each PC**

SupportAssist for Home PCs is installed on most Dell PCs with Windows OS.

It is also available for download at: dell.com/SupportAssist.

Centrally Managed

SupportAssist for Business PCs in TechDirect

For teams with an IT team and/or want to **manage systems centrally from the cloud**, connect to TechDirect

Deploy **SupportAssist for Business PCs** to your fleet of PCs and manage remotely in TechDirect.

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Experience the lifecycle of TechDirect

Today's Focus

BUILD & DEPLOY

Manage every detail of your PC fleet and infrastructure devices from project management to planning, configuration and deployment with greater speed and less effort. Explore our offerings:

- ProDeploy Client Suite
- Enterprise Project Services for ProDeploy Infrastructure Suite
- Image Assist
- Connected Provisioning

RECYCLE & RETIRE

From deployment to retirement, we've got your back. Let us help you retire IT equipment in a secure and sustainable manner, unlocking value that can be put towards future innovation. Explore the value of Asset Recovery Services.

CONNECT & MANAGE

Unlock our connectivity intelligence for visibility into your entire fleet with telemetry-driven insights and updates, wherever you are. Explore our automated support technology and services offer:

- SupportAssist for Business PCs
- Secure Connect Gateway
- ProSupport Suite for PCs
- ProSupport Enterprise Suite

SUPPORT

Get the support you need when you need it, self-dispatch replacement parts and boost your team's productivity from a single, customizable dashboard. From APIs for help desk integration to a dedicated onsite parts depot, we've got you covered.

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Connect and manage PCs with actionable intelligence

SupportAssist for Business PCs is the connectivity technology that uses an intuitive online dashboard where you will centrally monitor and manage your PC fleet. **Stay in control** of better user experiences with:

- **Proactive and predictive** detection for faster* issue resolution
- **Quick analysis** of health, application experience and security scores on a single screen
- **Customized** rules define remediation workflows
- **Creation** and remote deployment of custom update catalogs for Dell BIOS, driver, firmware and applications

*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

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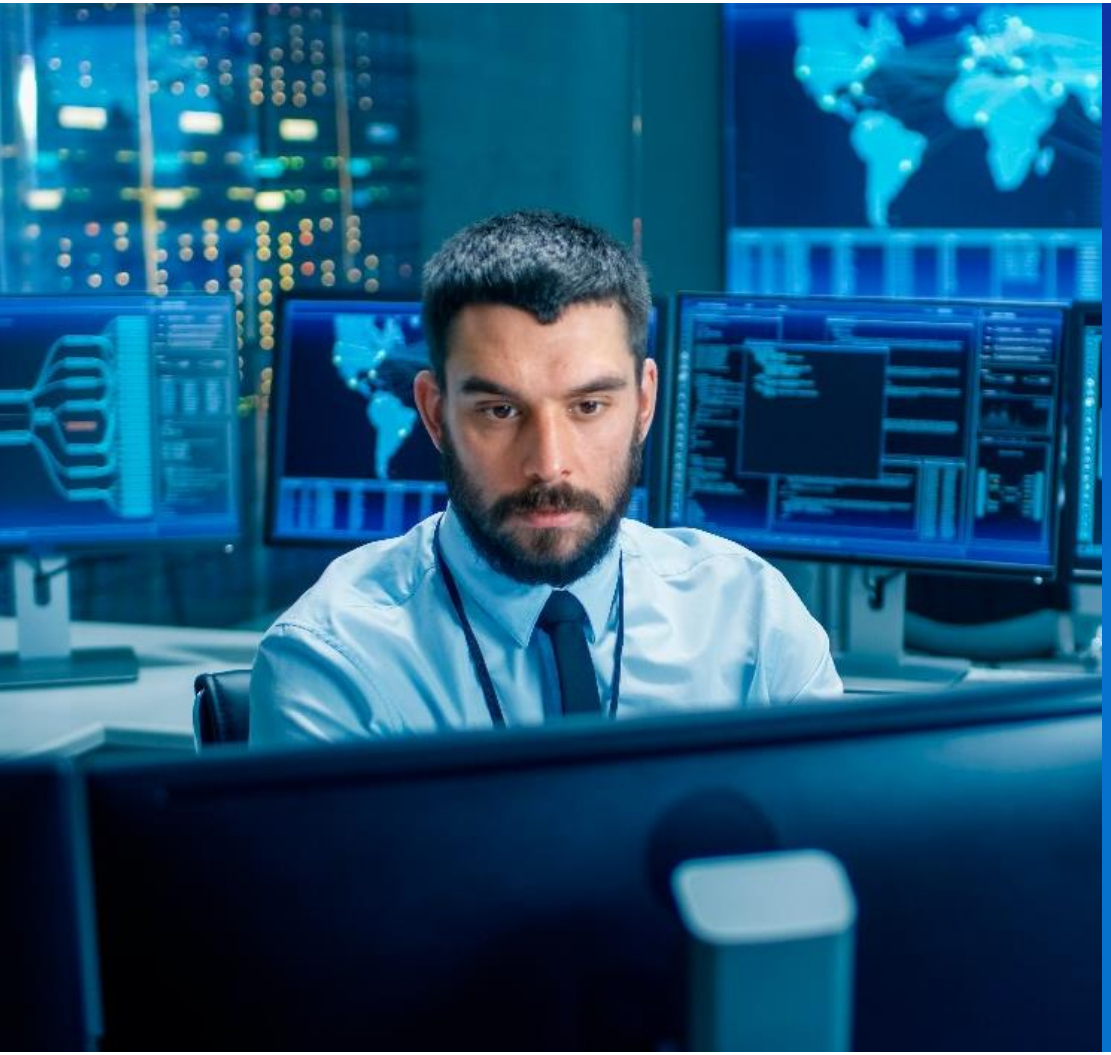
Modern, intelligent PC management at your fingertips



When IT is under pressure to deliver a better **end-to-end PC experience**, you need a portal that shows both the big picture and your next step across your entire team **anytime, anywhere**.

TechDirect* provides:

- **End-to-end IT control** throughout the PC lifecycle
- **Fleet-wide visibility and management** with actionable insights
- **Flexibility** to tailor your views and dashboards

*TechDirect features that require SupportAssist connectivity are not available on Linux, Windows RT, Android, Ubuntu or select Chrome based products. SupportAssist, when connected to TechDirect, automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates, malware, virus infected files, failures of hard drives, batteries, memory, thermal sensors, heat sinks, fans, solid state drives and video cards. SupportAssist, when connected to TechDirect, enables predictive analysis failure detection includes hard drives, solid state drives, batteries and fans (only ProSupport Plus and ProSupport Flex).

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Dell ProSupport Suite for PCs

What you should expect from world-class support:	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex[7]
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	NBD Onsite[1]	NBD Onsite[1]	NBD Onsite[1]
Direct access to **in-region** ProSupport experts for hardware and software[2] issues		●	Priority Access	●
Command center monitoring for **on-time parts and labor delivery**		●	●	●
Service Account Manager for **designated account reporting and planning**[6]			●	●
Hard drive retention after replacement[5] to **secure privacy of data**			●	Optional
Accident **coverage for drops, spills and surges**[4]			●	Optional
Dell doesn't stop there. We do more to support you:				
TechDirect is your online portal to connect[3] and manage your Dell fleet:	●	●	●	●
Self-service case management and parts dispatch	●	●	●	●
Quick analysis of health, application experience & security scores		●	●	●
Proactive issue resolution with automated detection, case creation & support		●	●	●
Utilization metrics **uncover performance issues and trends**		●	●	●
Predictive issue detection and **resolution before failures reduce disruptions**			●	●
Automatic creation and deployment of custom catalogs for Dell BIOS, driver, firmware and applications provide **remote and seamless updates**			●	●
Customized rules allow you to **define remote remediation workflows**			●	●
Term-based subscription[8] available in monthly or annual payments			US & Canada	US & Canada

[1]Next Business Day (NBD) onsite or Advanced Exchange after remote diagnosis (a) Onsite after remote diagnosis is determined by online/phone technician of cause of issue, may involve customer access to inside of system and multiple extended sessions. If issue is covered by Limited Hardware Warranty and not resolved remotely, technician and/or part will be dispatched usually within 1 or 2 business days following completion of remote diagnosis. Onsite service is provided by Dell Marketing L.P., availability varies. Other conditions apply. (b) Advanced Exchange replaces hardware after remote diagnosis. Customer must return original hardware to Dell according to the rules specified. Advanced Exchange subject to location availability. **ProSupport Suite customers that purchase products that are field repairable are entitled to NBD Onsite service but not Advanced Exchange.** (c) For complete details about onsite or Advanced Exchange, please see dell.com/service contracts. [2]Software support with collaborative 3rd party assistance. [3]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, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans. [4]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. [5]Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro. [6]Available for ProSupport Plus customers with 500 or more ProSupport Plus systems. [7]Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months. [8]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.

Let’s get started, connect to TechDirect

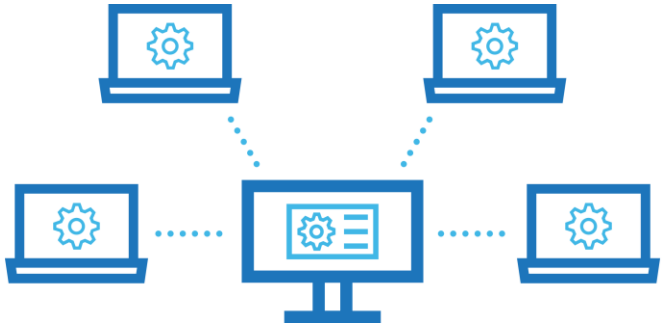
ProSupport Suite customers centrally manage and monitor PCs – **anytime, anywhere**

1

Register your company for an account in **TechDirect** and activate **Connect & manage**

2

Deploy SupportAssist for Business PCs to your fleet



3

Remotely manage and monitor PCs centrally, unlocking additional features with **ProSupport Suite for PCs**

Share our getting started guides with your customers:

Asset Recovery with TechDirect

Connect & Manage with TechDirect

PC Management with TechDirect

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PC Management APIs

The following API operations are now available:
PC Alerts
PC Health Insights
PC Application Experience Insights
PC Security Insights
Trends for a single PC

We are enhancing our API library based on customer feedback and expectations for connectivity.

This will enable customers to easily discover, flexibly integrate and securely consume PC fleet management capabilities with our APIs directly from TechDirect. Our APIs leverage industry standard security capabilities, including HTTPS and OAuth authentication. Our PC Management APIs are RESTful. You can invoke our APIs with HTTPs calls and receive response in JSON format.

Our PC Management APIs are eligible on ProSupport, ProSupport Plus and ProSupport Flex entitled systems.

A pre-requisite for PC Management APIs is activating connect & manage and successfully deploying SupportAssist to the targeted PCs.

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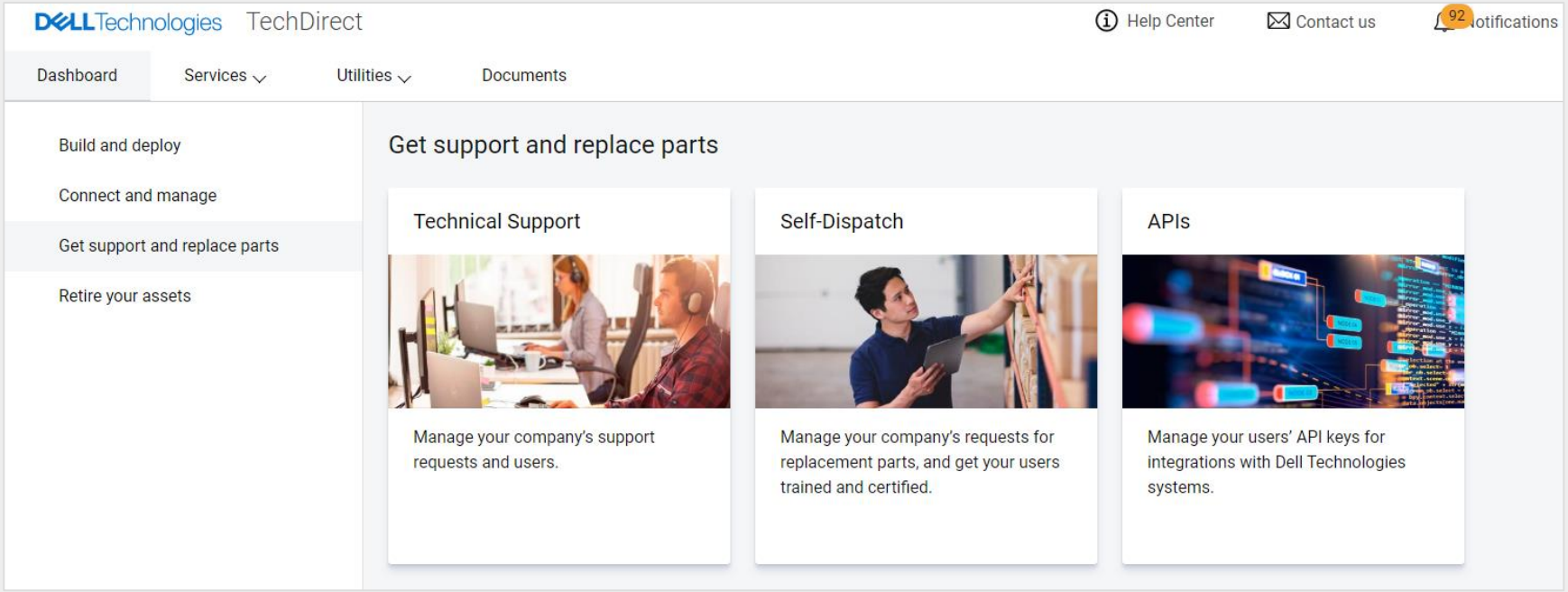
PC Management APIs

Accessing our new PC Management APIs



1. **Login to your TechDirect account.**
   Ensure you have an admin enabled account and have deployed SupportAssist for Business PCs to your PC fleet.
2. **Select "Get support and replace parts" tab in left navigation.**
3. **Activate your API tile.**
4. **Review and approve terms and conditions.**
5. **Fill in appropriate information to "Apply for PC Management API".**
6. **Customer will receive an email with a copy of their request.**
   The request will be reviewed, and an update will be provided to customer within 1 to 2 business days.

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What’s new?

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What’s new in SupportAssist v3.4.1?

Launched July 31, 2023

- Support to deploy SupportAssist for Business PCs using Microsoft Intune.
- Support to immediately apply updated configurations to the PC fleet.
- Ability to enable temporary administrator access for the PC users to use SupportAssist.
- Support to verify integrity of components on PCs that have the Secure Component Verification (Cloud) entitlement.
- Support for a new version of Dell Trusted Device – version 5.6
- Enhancements to Custom Catalog capabilities.

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45 MIN

Live Demonstration

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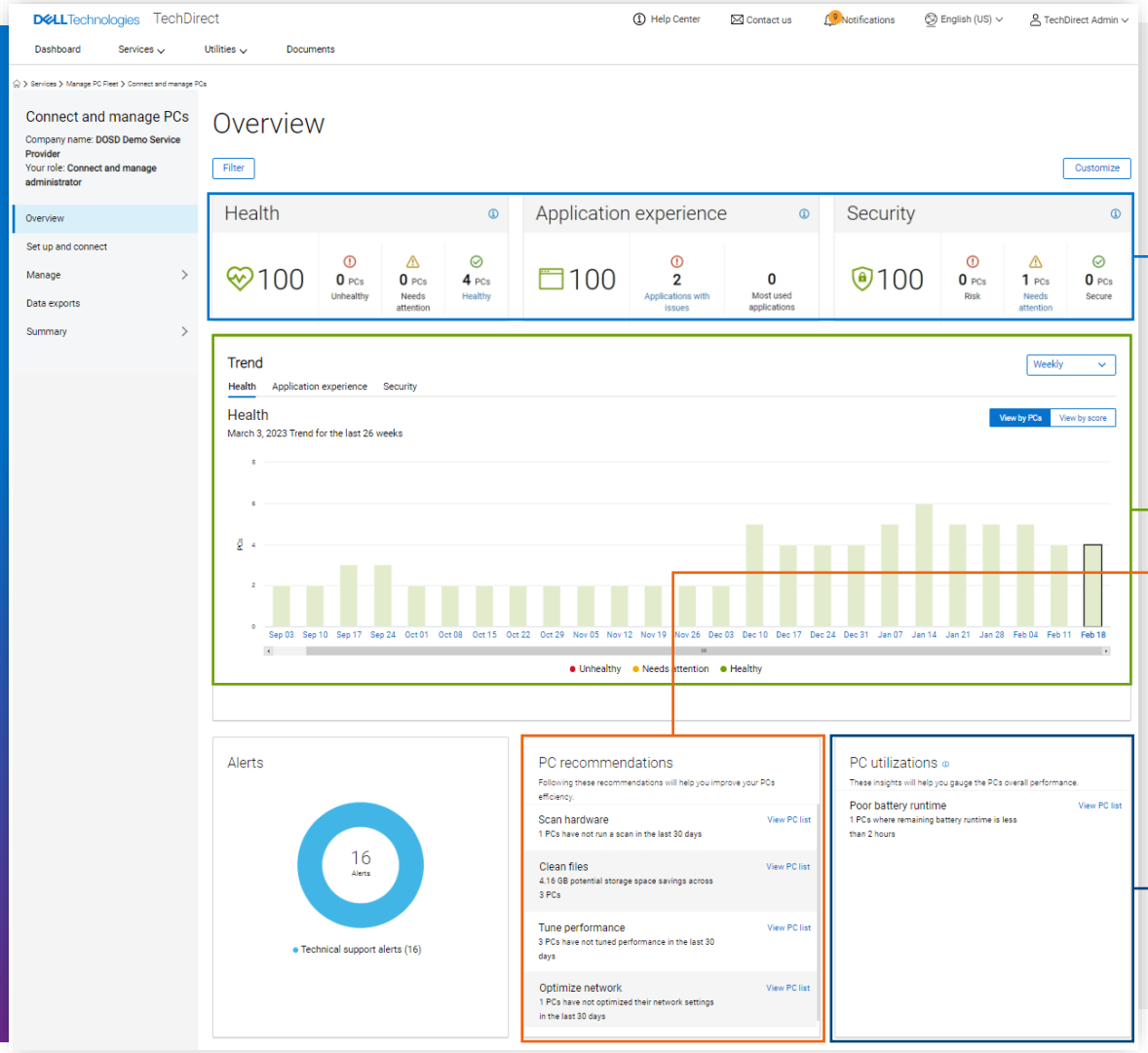
Connect and manage PCs

Overview dashboard – Health, Application experience and Security and PC recommendations

Understanding your dashboard:

1. Scores, trends and recommendations have **different timetables** - most recent available data, daily/weekly or 30-day snapshots.
2. For **security scores** you must enable Dell Trusted Device in your deployment package.
3. Health, Application and Security telemetry data appears when…
   - SupportAssist is **successfully configured & deployed** to send back data
   - PC is **connected** to the internet
   - PC is **on** and **unlocked** and **in use**
   - **Active** ProSupport service plan or above
4. PC Recommendations appear when...
   - Same criteria as telemetry data above
   - Scans run based off your **configuration preferences**
   - PC must be **plugged in** or battery greater than 50%



Scores are calculated off the most recent available scan data. Typically, within 24-48 hours.

Trend data is available in a daily or weekly view.

PC Recommendations are given in 30-day increments.

PC Utilizations parameters are off the most recent weekly available data.

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Pushing remote updates to your Dell PC fleet

Dell Recommended Updates | Custom Catalog Updates

Our best fit recommendations

Using our telemetry data, we suggest the optimal driver and downloads updates to your unique PCs.

and/or

Your granular control

You customize and build which updates you want to remote push to your PCs.

Pro Tip

You can pick which option works best for your environment, and if your needs change, switch at any time. ***You are in control.****

Prerequisites:

- You must have an active ProSupport Plus or ProSupport Flex service plan to push remote updates to your PC
- You must be a Connect and manage administrator to push remote updates to your fleet or a technician role who has been given permission
- Learn more about Dell recommended updates and custom catalog updates

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Dell recommended updates

Remotely pushing recommended drivers & downloads to your ProSupport Plus or Flex systems

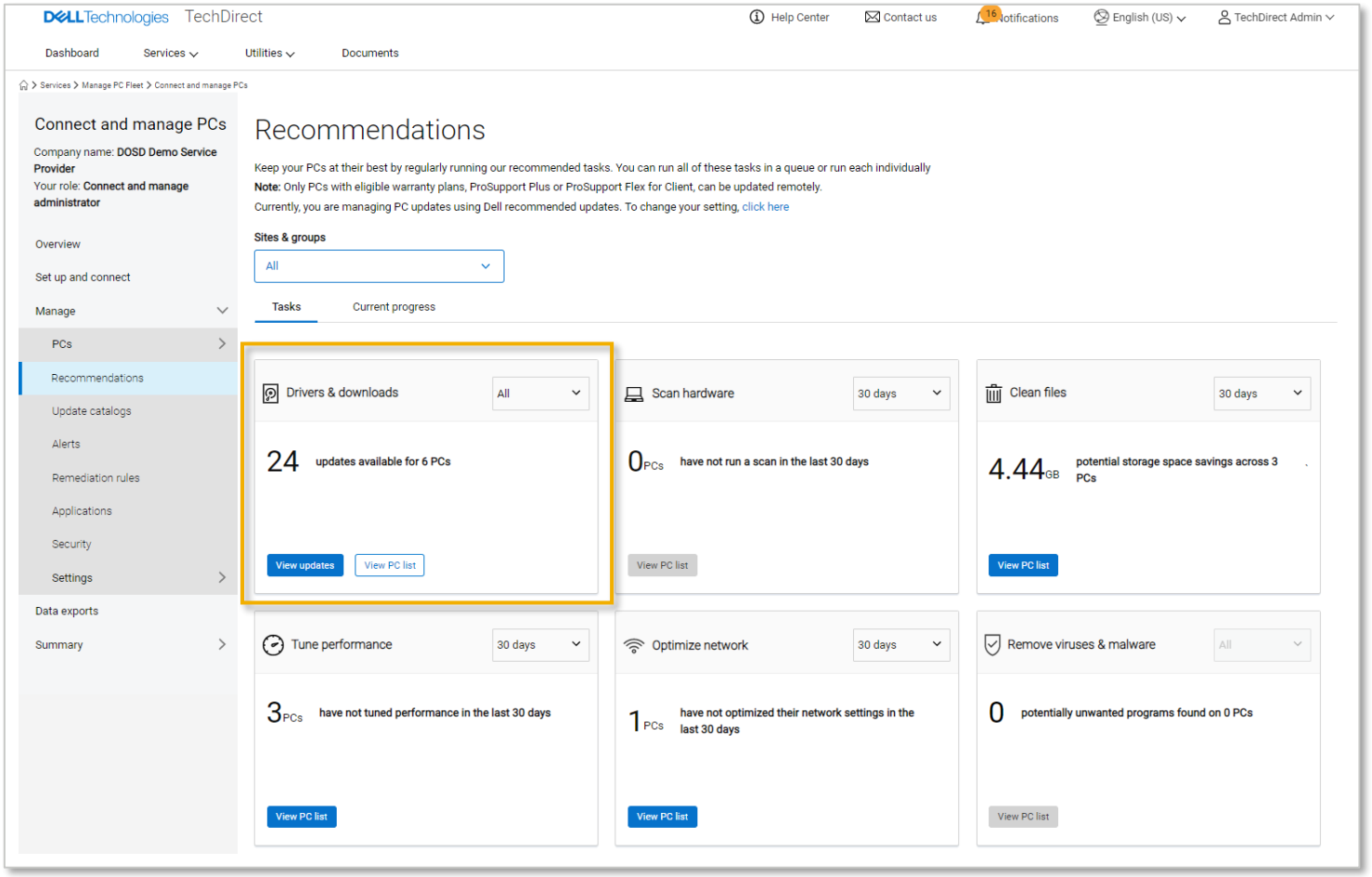
Dell recommended updates leverages our vast telemetry data to recommend the optimal driver and downloads updates to your unique PCs. We don't just push the latest updates; we pair the best fit with your PCs.

Why choose this option?
Customers who do not have the personnel, time or bandwidth to create and test updates tend to pick Dell recommends. They trust us to push the optimal driver and downloads updates to their PC fleet.

How does it work?
SupportAssist will scan your fleet based on your configuration preferences and can remote push out the updates to your PCs. If the update is unsuccessful, it will retry again for up to 72 hours.

Tips for success:
Suggest checking your recommendations tab weekly for any pending updates. You can manually push any pending updates. If you have multiple updates, do not attempt to push them all at once. Use the category filter to select the singular type of update you want to push. Pushing one update type at a time can help prevent impacting your network.

You can cancel an update you have manually pushed while it is in the queued status on the current progress page. Once it is moved to in progress, you cannot cancel it.



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Custom updates catalog

Remotely pushing custom drivers & downloads to your ProSupport Plus or Flex PCs

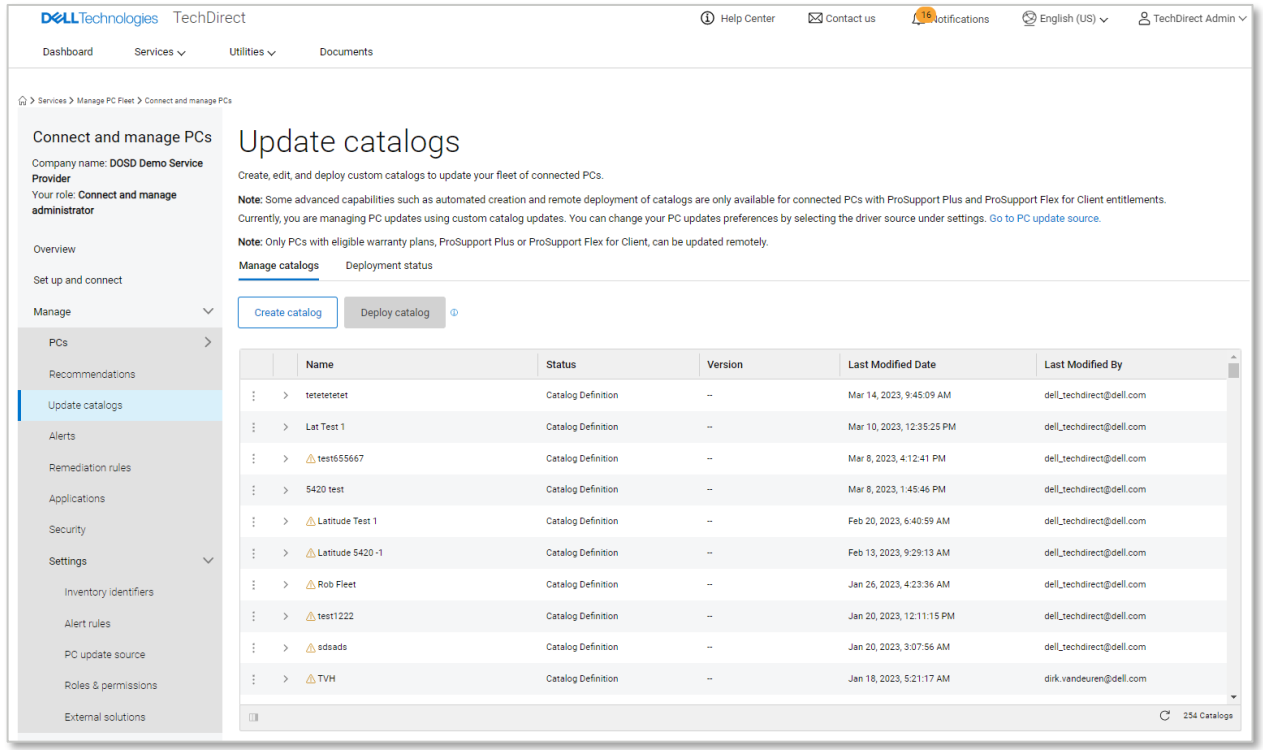
Custom update catalogs gives you granular control. You can create catalogs based on the product series, fleet, or model number of your PCs. Choose updates based on drivers, BIOS, firmware, application software and utilities, and select updates based on criticality level. You have full customization control of your updates.

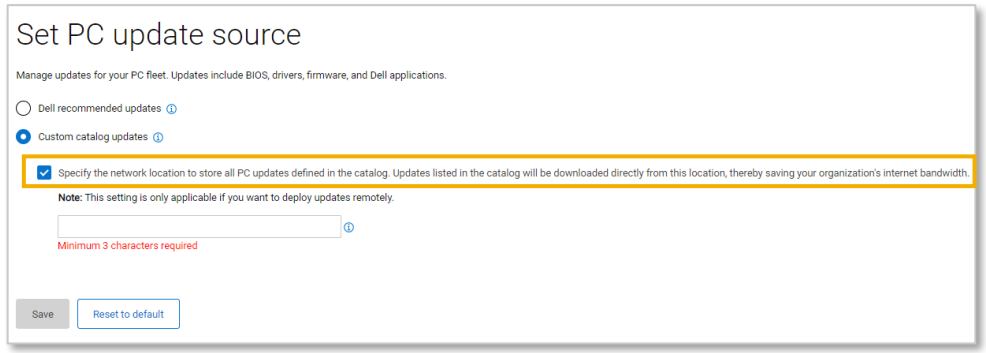
Why would you choose this option?
When using custom update catalogs you can customize, test and then deploy the updates. Customers who choose this option tend to have the expertise and personnel to create and test the catalogs prior to deployment.

When will the update be pushed?
Updates go out immediately once pushed. If for some reason the targeted systems are offline, it will retry again for up to 72 hours.

Tips for success:
If you have network bandwidth concerns, you can select to download your update locally to your network. From the Set PC update source tab, check the box enabling the updates to be downloaded to a specified network location.

You can cancel an update you have manually pushed while it is in the queued status on the current progress page. Once it is moved to in progress, you cannot cancel it.





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Question and answer

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