



# SupportAssist for PCs



Up to **92%**  
less time to  
resolution<sup>1</sup>

Up to **68%**  
fewer steps in the  
support process<sup>1</sup>

Get ahead of issues before they turn costly.

## With years of experience proactively monitoring datacenters, Dell is now bringing you proactive and predictive support for client systems.

When a hard drive or battery fails, your day is disrupted. At Dell, we know you have more important things to do than troubleshoot issues. This is why we have introduced SupportAssist<sup>2</sup> for PCs, the industry's first automated proactive and predictive support technology.

SupportAssist proactively checks the health of your system's hardware and performance. When an issue is detected, automatic notifications and the necessary system information are sent to Dell for troubleshooting to begin. Dell will contact you with a resolution, preventing issues from becoming costly problems.

Say goodbye to manual routines and downtime. SupportAssist accelerates resolution and minimizes effort, giving you time back in your day to focus on the projects that matter most. Start identifying, diagnosing and resolving issues faster today!

### Key features

#### Automated

- When issues arise you are alerted, possibly before you know something is wrong.
- Experience ultimate automation by receiving replacement parts without ever having to talk to Dell.

#### Proactive

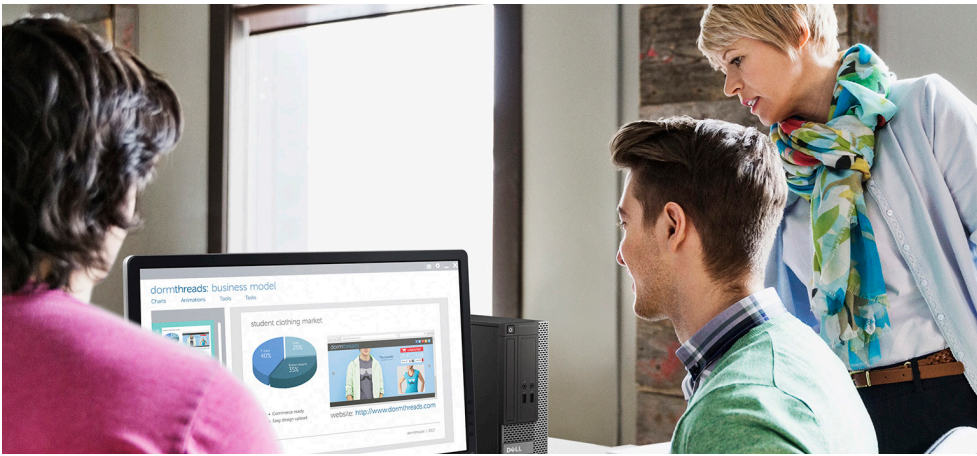
- Troubleshooting begins as soon as SupportAssist detects an issue.
- Dell will contact you to start the resolution conversation.

#### Predictive

- Using predictive failure analysis, SupportAssist takes the *break* out of *break/fix* by notifying you before issues occur.
- Support cases are created on your behalf when issues are predicted.

“Due to the proactive and accurate nature of SupportAssist technology, we didn't have to troubleshoot the issue after initiating the scan, send the laptop out for repair, or take the laptop to a qualified technician for confirmation of a diagnosis made over the phone.”

— Principled Technologies<sup>1</sup>



### Features vary by service level

Available features vary depending on the Dell warranty purchased for your system. Customers with ProSupport Plus enjoy the full set of SupportAssist features, including predictive issue detection and failure prevention.<sup>3</sup>

#### Feature comparison by offer

Only ProSupport Plus devices receive predictive issue detection

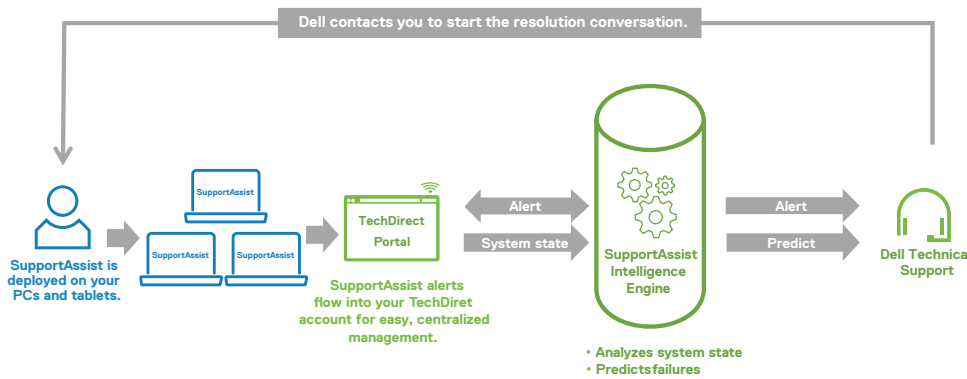
	Basic	ProSupport	ProSupport Plus
Critical updates*	●	●	●
Simplified parts dispatch via Checkup System scans*	●	●	●
Proactive, automated case creation and notification		●	●
Predictive issue detection for failure prevention		●	●

\*Not available for teams managing SupportAssist in TechDirect  
 Note: ProSupport Flex customers receive the same feature as ProSupport

### Use TechDirect to manage your SupportAssist alerts

When using SupportAssist, alerts can be managed on the end user's system or flow into your Dell TechDirect account for **convenient, centralized management**. ProSupport and ProSupport Plus customers can even elect to auto-forward alerts to Dell.

TechDirect users around the globe experience a boost in productivity after implementing this tool. Third-party maintainers, including Dell EMC Partners, enjoy TechDirect's flexible account structuring, which makes supporting their devices and the devices of their customers from a single account easy. In fact, over 750 Partners use TechDirect today.



Additional information is available at [Dell.com/SupportAssist](http://Dell.com/SupportAssist). For questions, please contact your Dell representative.

<sup>1</sup>Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing Commissioned by Dell, conducted in the United States. Actual results will vary. [Full Report](#)

<sup>2</sup>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. Not available on Linux, Windows RT, Windows 10S, Android, Ubuntu or Chrome based products.

<sup>3</sup>Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans.



### Security and Privacy

Security and privacy are of the utmost importance to Dell. The same industry-standard precautions taken to protect other technical support information are leveraged to ensure the system state information captured by SupportAssist is secure.

- Only system state information used to troubleshoot hardware issues is collected.
- Information is encrypted with 256 bit encryption and transferred securely using SSL protocol.
- Dell hosts system state information in a secure data center with a variety of security measures including physical, network, server and database security, procedural security and auditing.
- Only Dell technical support agents troubleshooting issues at the time they occur have access to SupportAssist information.

The SupportAssist performance analysis team uses Windows Assessment and Performance monitoring, among other tools, to validate each release has minimal impact on the overall system resources, including network bandwidth consumption.