



Improve IT operations and end-user support experiences



Let Dell manage your IT operations so you can focus on growing your business.

Dell ProManage for end users

Shift the burden of end-user support and device management to Dell and leverage the strengths of our service experts and innovative technologies to automate and deliver essential IT functions including service desk, device management and account management.

A pre-defined offer at a predictable price. Customers will receive a fully-staffed service desk trained and ready to assume all technical support functions, along with the management of end-user devices leveraging industry-leading AI technologies, and an account management team in place to ensure a positive customer experience – priced per user, per month and optimized for 300 to 3,000 users.

A support experience - how and when end users need it. End users access an online service portal for IT support, providing them with several ways to engage with the service desk. They may choose to access the self-help knowledge center and search for “how-to” information or they can request collaborative assistance available through live chat or phone support. Our service experts are ready 24x7 to resolve common issues and will quickly route more complicated issues to the appropriate resolution team.

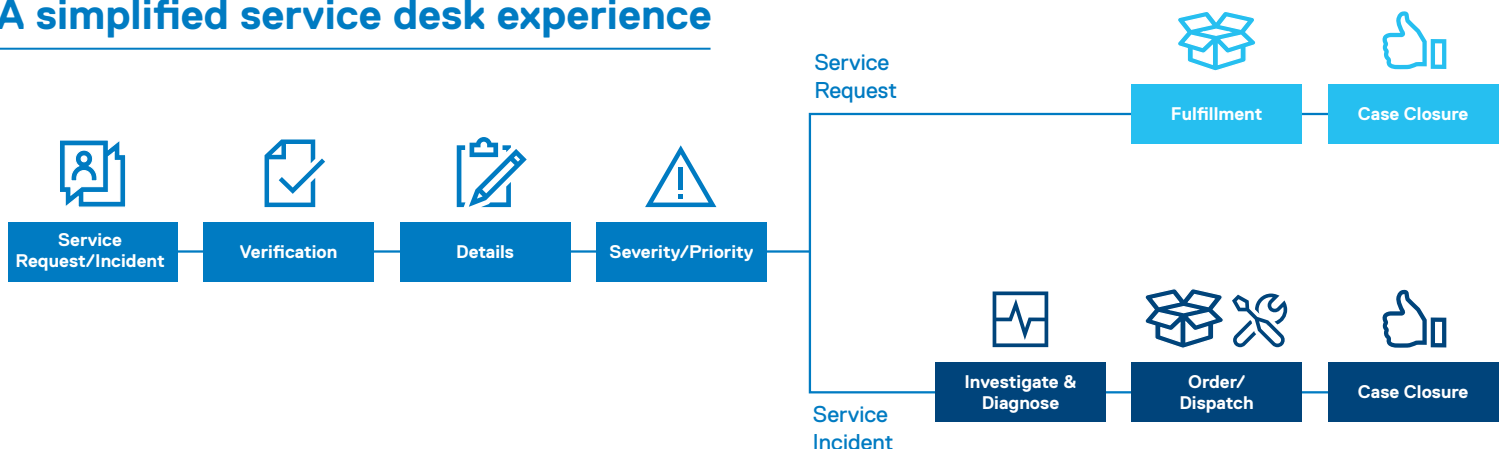
Less end-user downtime. Dell SupportAssist and VMware® Workspace ONE® are key technologies that enable the end-to-end support process. Both provide automated proactive monitoring and faster resolution of hardware and software issues ensuring device availability and optimizing performance for greater end-user productivity.

Up and running in no time. Your ProManage account management team partners with you to oversee account performance and deliver maximum customer value through the life of your contract. We onboard you quickly and transition end-user support and device management in as little as 30 business days.

A partner you can trust. Dell is an extension of your IT department, providing the scale and skill you need to grow your business. With a complete end-to-end support process, we take care of the daily burden of IT management to free up your staff to focus on strategic business priorities.

Service Desk		
Support options available to end users through the online service portal	<ul style="list-style-type: none"> Browse knowledge-base and how-to articles to fix issues on their own Connect with ProManage service experts through live chat or by phone Browse the catalog to request a service 	Easy to access information and support, followed through to resolution
24x7 access to help	<ul style="list-style-type: none"> Available 24x7 either through live chat or by phone ProManage service experts are highly-skilled, extensively-trained support engineers 	
Hardware and software troubleshooting	<ul style="list-style-type: none"> Support for multi-vendor, multi-platform, and multi-OS environments with service experts ready to troubleshoot and resolve incidents as quickly as possible the first time Automated proactive hardware monitoring enabled by SupportAssist will identify issues and initiate a service incident on behalf of the end user 	
Device Management		
Remote monitoring	<ul style="list-style-type: none"> Monitor device health, performance and application usage for all registered devices in the managed environment Enabled by industry-leading Dell SupportAssist and VMware Workspace ONE technology 	Proactively monitor, update and manage the end-user environment to optimize device performance and improve end-user productivity
Provisioning and application packaging	<ul style="list-style-type: none"> Create and manage two modern provisioning user profiles per operating system, reviewed and updated annually Manage standard and custom application packaging and updates 	
Patch and operating system management	<ul style="list-style-type: none"> Actively monitor OS and software databases to rigorously test and roll-out updates and patches as needed Implement one OS upgrade per platform, per year to align with Microsoft's fall release 	
Security policy enforcement	<ul style="list-style-type: none"> Enforce customer-provided anti-virus, anti-malware and anti-ransomware policies¹ 	
Account Management Team		
Onboarding Manager	<ul style="list-style-type: none"> Establish a strong partnership between you and Dell Track and manage all phases of the onboarding process to ensure a smooth transition 	Designated team to oversee account performance and deliver maximum customer value
ProManage Experience Manager	<ul style="list-style-type: none"> Provides reporting, billing, account true-up and governance back to you through the life of the contract 	

A simplified service desk experience



¹Excludes threat monitoring, issue response, and security management

