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 SupportAssist2 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!

“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 Technologies1

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.

Get ahead of issues before they turn costly.
SupportAssist for PCs

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.¹

<table>
<thead>
<tr>
<th>Feature comparison by offer</th>
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¹Not available for teams managing SupportAssist in TechDirect
²Not available for teams managing SupportAssist in TechDirect

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.

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.

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.

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