



Dell SupportAssist for client systems

Get ahead of issues before they turn costly.



Up to
91%
less time to
resolution time to
resolution

Up to
72%
fewer steps in the
support process¹

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 for client systems, 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

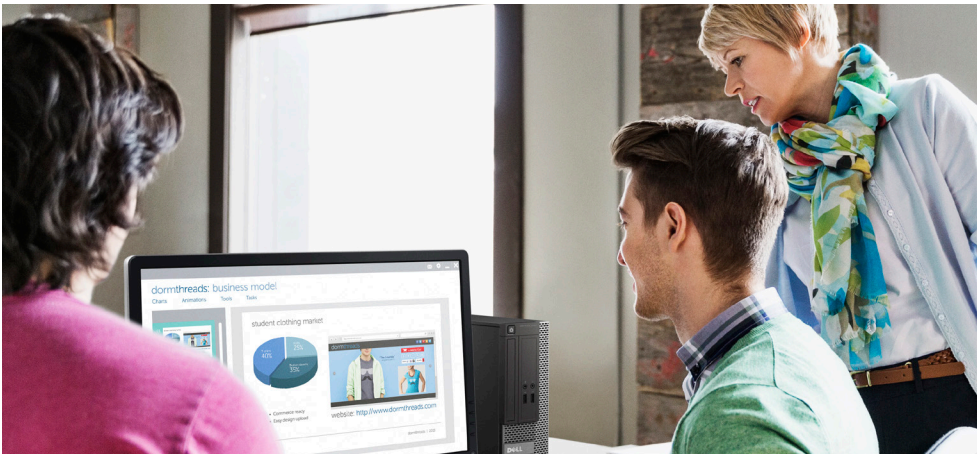
- Troubleshooting begins as soon as SupportAssist detects an issue.
- Dell will contact you to start the resolution conversation.

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.

"Instead of us picking up the phone and calling technical support, Dell SupportAssist proactively diagnosed the issue, and then Dell automatically dispatched the replacement hard drive."

— Principled Technologies²



Features vary by service level

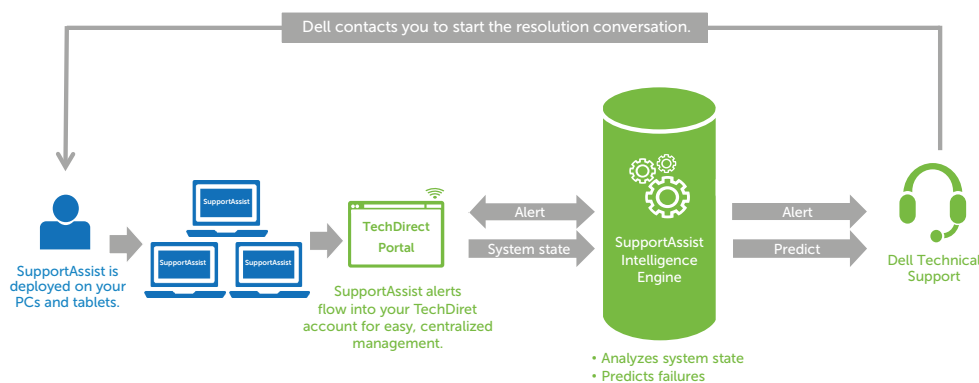
Available features vary depending on the Dell warranty purchased for your system. Customers with ProSupport Plus enjoy the full set of SupportAssist features, including predictive issue detection and failure prevention.³

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

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 up to a 90% boost in productivity after implementing this tool.⁴ Third-party maintainers, including Dell 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 Dell Partners use TechDirect today.



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.

"We could spend up to 20 minutes raising tickets through the hotline, but it takes our Dell-certified personnel just 2 minutes using the Dell TechDirect online tool. It saves us a lot of time and boosts staff productivity."

— Martin Wiehe
Head of Site Management
Host Europe, Germany

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.

Additional information is available at Dell.com/SupportAssist. For questions, please contact your Dell representative.

¹Based on Mar 2016 Principled Technologies test report, "Dell SupportAssist Provided Proactive Support for Hard Drive Failure", commissioned by Dell. Testing conducted in the United States. Actual results will vary [Full report](#).

²Based on Mar 2016 Principled Technologies test report, "Dell SupportAssist Provided Proactive Support for Hard Drive Failure", commissioned by Dell. Testing conducted in the United States. Actual results will vary [Full report](#).

³Initially available on batteries and hard drives. A ProSupport Plus warranty is required in order to receive this feature.

⁴Claim made by Host Europe in the Host Europe frees up time and cuts IT spend with Dell ProSupport Flex for Data Center [customer story](#). 90% boost in IT staff productivity was seen by passing phone-based ticket management

