Dell SupportAssist for client systems
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 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 Technologies

Up to 91% less time to resolution
Up to 72% fewer steps in the support process
**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

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<th>Basic</th>
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<td>Predictive issue detection for failure prevention</td>
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**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.2 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.

SupportAssist is deployed on your PCs and tablets. SupportAssist alerts flow into your TechDirect account for easy, centralized management. TechDirect Portal alerts flow into your TechDirect account for easy, centralized management. Dell Technical Support alerts flow into your TechDirect account for easy, centralized management.

SupportAssist allows you to start the resolution conversation.

Dell contacts you to start the resolution conversation.

SupportAssist alerts flow into your TechDirect account for easy, centralized management.

Alert System state

SupportAssist Intelligence Engine

• Analyzes system state
• Predicts failures

Alert Predict

Dell Technical Support

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.

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

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