Dell TechDirect

Customer Overview

TechDirect Overview

Efficient support management

This suite of global self-service support capabilities are designed to help you streamline case management and parts dispatch processes across your organization for both client and enterprise devices. Available through an online portal, mobile app, and integrated APIs, all warranty levels can take advantage of these capabilities.

Available via

Online Portal

Mobile App

Integrated APIs

What customers are saying

I'm given access to everything I need to provide the best possible service at my organization. Dell TechDirect is the best support experience I've had to date.
Reuben Mahar, Desktop Support Specialist, Lincoln County Healthcare / MaineHealth, USA

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

Benefits

Easy
Single support source with an intuitive interface to streamline routine support management between you and Dell.

Convenient
Available in 11 languages and via mobile app 7x24x365 to give you real-time access to all Dell support cases anytime, anywhere and at no additional charge.

Flexible
Designated account Administrators enroll and set up your account based on your organization's needs and structure using TechDirect's rich administrative features.

Get Started

Visit TechDirect.com to enroll today.

Online portal features

My Services

- Create and review support cases and dispatch requests
- Receive labor reimbursement payments if enrolled in the Labor Reimbursement program

Latest features!

- iOS and Android mobile app
- Ability to filter and sort Message Center alerts
- Access to SupportAssist cases in the TechDirect Alerts Queue
- Performance-based yearly certification exemptions
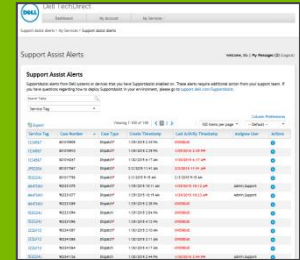
Easy Convenient Flexible

Dashboard

- Customizable, modular interface
- Manage notifications regarding your support and account activities in the Message Center
- Access profile information and popular links

My Account

- Define Administrator, Technicians, and user groups
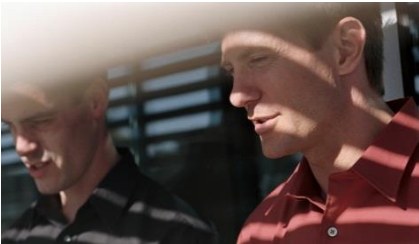- Add information for customers you are supporting
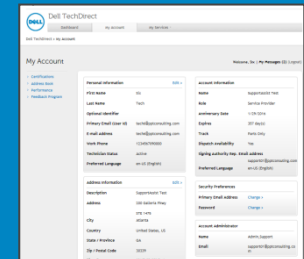
TechDirect by the numbers

1.2 million
parts dispatches received per year globally

90%
faster than phone support*

100
countries with 11 languages offered

100
new company accounts enroll each week

12,500
Active Technician users per month

Claim made by Host Europe in the Host Europe frees up time and cuts IT spend with Dell ProSupport Flex for Data Center customer story.

Customer story

A German market leader in delivering Internet services to over 250,000 residents and businesses wanted a flexible support offering for its vendor solutions to help maximize uptime and maintain high levels of customer satisfaction among clients.

Solution The company chose Dell ProSuport Flex for Data Center and the TechDirect support tool, which includes labor reimbursement, to achieve its goals.

Results
- **90% IT staff productivity boost** by bypassing phone-based ticket management
- More **efficient parts delivery**, enabling a reduction in spare parts inventory
- **Lower costs** through labor reimbursement and less inventory

Read the full Host Europe case study on Dell.com.

Host Europe

HOST EUROPE

Industry: Internet Services

Customers: 250,000+

Country: Germany

Employees: 230

Website: www.hosteurope.de/en/

Dell products:
- TechDirect
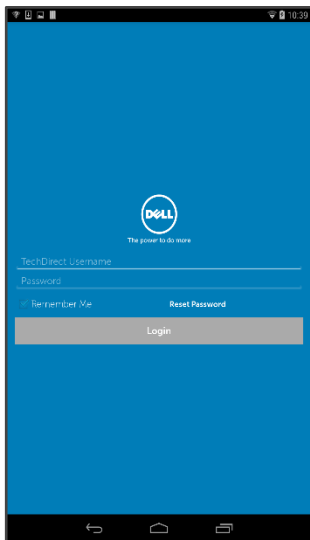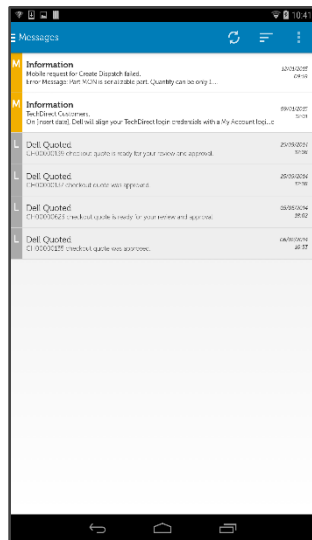- ProSupport Flex for Data Center

Mobile app

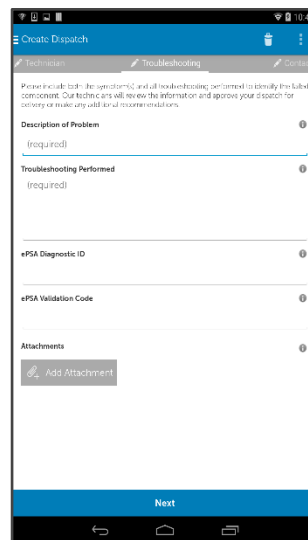## Available on **iOS** and **Android** devices

Does your team need the ability to engage Dell Tech Support and dispatch parts on the go? Get TechDirect in the palm of your hand with the TechDirect mobile app, available in English for iOS and Android devices. Visit your device's app store to download today.
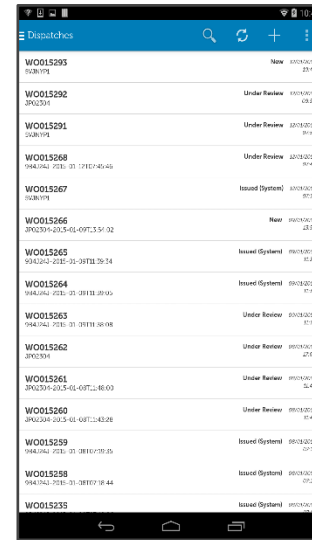

Home screen

Message Center

Create Dispatches

View Dispatches

API Integration

Integrated APIs Overview

What is it?

Software code and instructions that provide a framework for you to create interfaces into Dell's support systems from your own Help Desk.

Why Dell?

TechDirect APIs are built on standard protocols to make deployment easier; while industry standard security capabilities are leveraged, including https and unique API keys, to ensure data is protected.

Integration information

- The APIs may be integrated into off-the-shelf and home grown Help Desks as well as your preferred software.
- Your staff time and resources will be needed in order to integrate the APIs, with timelines dependent on their availability.
- Knowledge of SOAP, REST, and WSDL technologies is needed.
- The software development kit is provided in English; however, data entry fields can support other languages.
- Begin the integration process by visiting the API Community.

TechDirect APIs

Application Programming Interfaces

- **Support Case Management API**
- **Warranty Status API**
- **Dispatch Request API**

API capabilities

Warranty Status API	Support Case Management API	Dispatch Request API
Run one query to return the status of up to 100 product warranties for easy warranty management and renewal planning.	Easily manage support cases through your preferred help desk application, minimizing the need to train staff on a new interface.	Improve staff productivity with an integrated approach to parts dispatching when part failures occur.
Access warranty expiration, entitlement and asset as-shipped information, allowing renewals when applicable.	Open, view, and update support cases. Case history can be reviewed as well.	If you install parts yourself, you can take advantage of the Labor Reimbursement program.

Resources & Get Started

Get started at TechDirect.com

Documents

- Details on the country and language availability of TechDirect are listed in the FAQs document.
- Review a quick, one-page overview of the TechDirect support tool.
- A full list of products supported by TechDirect can be found in the Product Support Matrix.

Videos

- Watch an Overview video of what TechDirect is and how it can help you efficiently resolve support issues.
- View a demo video of the TechDirect portal.

Questions?

Find more information, contact the Dell TechDirect team directly using the online Contact Form or email at Dell_TechDirect@Dell.com.