Proactive, Predictive, Prescriptive Deskside and Mobile Worker Support
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In February Dell announced that they have expanded their ProSupport Plus offering from the datacenter to incorporate deskside and mobile worker proactive care (support for PC/Laptop/Tablet devices). When activated, ProSupport Plus for PCs and Tablets will help provide a more proactive and prescriptive support experience for end user customers, allowing those users to focus more on business. Easing the burden of deskside and mobile support on the corporate helpdesk staff is one of the primary reasons to look at proactive and automated support features. Enterprise IT, CIO's, CTO and helpdesk managers are seeing the benefit of utilizing more proactive services from outside resources and becoming connected to allow for more predictive support experience. The IoT (the internet of things) has created a more (accepted) connected world and is a natural progression in the evolution of the support process. To that end Dell has created ProSupport Plus for PCs and tablets. Features of this new service include:

- Proactive, predictive monitoring for automatic issue prevention and resolution
- 24x7 priority access to ProSupport engineers for hardware and software expertise
- Self-service case management and parts dispatch via TechDirect portal
- Workflow management through a web portal that enables customer and partner technicians to deliver proactive and predictive support
- Automated case creation
- Accidental coverage for drops, spills and electrical surges
- Hard drive retention after replacement to ensure data control
- A dedicated Technical Account Manager who serves as a single point of accountability and provides monthly reporting
- The service utilizes the same automated support process found in Dell's SupportAssist technology for the datacenter
- Currently supports Dell Device only (excluding Venue 7 and 8 tablets)

IDC believes these new services will become the norm for how enterprises will support not only datacenter but their deskside/mobile end-user work force. Dell's new offering is the first to take what datacenters have had as a support experience for years and bring it out to deskside and mobile customers. Additionally, taking it one step further with the ability to predict a system issue before it occurs (for example a failing disk drive) will allow customers to save and protect important data before it's too late - an ability that is critical to businesses as they strive to drive enterprise initiatives forward. This service applies to not only deskside customers but to the ever expanding (exploding) mobile workforce.

Support of remote devices is nothing new, the IoT has been remotely monitoring and supporting non-IT assets for a long time, however, it is only recently that IT departments are beginning to see the full benefit of using these new abilities. Dell is one of the first vendors to utilize these proactive features in the support of tablets and PC's and it is creating a more seamless support experience which spans through the datacenter to end users and customers.

Remote support barriers such as security, corporate policy, user behavior, and cost are now being overcome and IDC is seeing greater adoption of these technologies. IT departments are still spending a vast majority of their time (approx. 80%) on day to day management. Dell ProSupport Plus is designed to ease the mundane burden of day to day operations on IT staff so they can now focus on business and business issues instead of IT issues. Dell's new offering is very timely - these new solutions strike a chord with enterprises realizing they need to do more with their IT. With companies needing to drive new

business initiatives through Mobile, Social, Cloud and Big Data, activities leaving the burden of everyday support to Dell experts makes good business sense. Currently ProSupport Plus for PC's and Tablets is supporting only Dell systems (excluding Venue 7 and 8 tablets) look for this to morph as features and functionality are added.

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