

TechDirect



Boost your productivity for support and deployment

Empowering IT experts through online self-service

You can manage your technology, train your staff and support your end users, with the click of a mouse or touch of the screen.

IDC research has found roughly 80% of IT time is spent on routine operations and support.* Take back your work day with TechDirect—the online portal that offers deployment, support and education features.

This tool eases the management burden by providing 24x7 access to your account from one, centralized location. With TechDirect you can:

- Input system build and deploy details for ProDeploy Client Suite orders
- Explore ProDeploy Client Suite features using preconfigure with no purchase commitment, prior to placing an order
- Configure and manage the technicians in your company to submit technical support requests
- Enable eligible technicians to submit parts dispatches via the Self-Dispatch program
- Receive proactive and predictive SupportAssist alerts for PCs
- Integrate Dell EMC services functionality into your help desk with APIs
- Access and manage deployment certifications as well as authorizations for your technicians

Dell EMC partners can manage their activity as well as work on behalf of their customers with a dedicated Dashboard gadget.

Join over 10,000 companies that choose TechDirect and register today.

1 Visit techdirect.com and click Register

2 Provide contact information and accept Terms of Use

3 Select the dashboard gadget you would like to use

Designed by our **experts** for yours, TechDirect makes your work day **easier** by providing **insights** into your technology management, staff training, deployment and support activities:



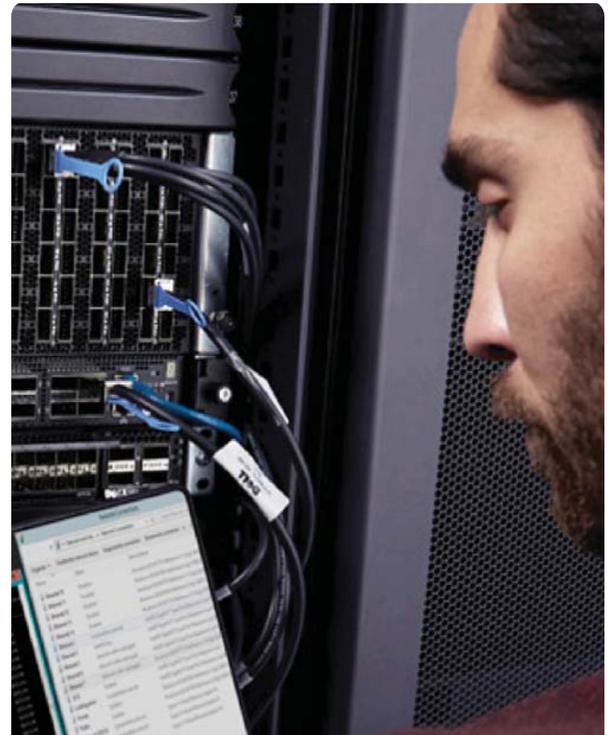
Ease

- Global 24x7 availability
- Single, centralized online account
- Responsive design for optimal viewing and navigation on any device



Insights

- Exportable activity reports
- Self-dispatch performance status
- Progress tracking for certification competency achievement and ProDeploy Client Suite deployments



“By uploading software images through a portal on Dell’s support resource, TechDirect, we were able to meet our client’s delivery deadline.”

— Federico Ramos Larios
Director of Sales
GNR Apoyo Estratégico

The screenshot shows the 'SupportAssist Alerts' page in the TechDirect portal. It includes a navigation bar with 'Dashboard', 'Services', 'Utilities', 'Reports', 'Documents', 'Info Center', and 'Message Center'. The main content area has a search bar and a table of alerts.

Service Tag	Alert Number	Alert Type	Last Activity Timestamp	Owner	Company Name	Line of Business	Actions
NRKOCBN	_000013500	Technical Support*	10/8/2018 4:41 PM	ff, read only			...
NRKOCBN	_000013499	Technical Support*	10/8/2018 4:40 PM	ff, read only			...
NRKOCBN	_000013498	Technical Support*	10/8/2018 4:39 PM	ff, read only			...

Centralize PC support to get ahead of issues before they become problems

For an enhanced end-to-end support experience, use SupportAssist with TechDirect. SupportAssist technology offers remote monitoring, automatic issue detection and case creation as well as predictive alerts for failure prevention.

Results from a recent study show the benefits of SupportAssist technology when used with Dell ProSupport Plus services to resolve a failed hard drive:

- Up to 92% less time to resolution**
- Up to 68% fewer steps in the support process**

Visit TechDirect.com for more information and to register. For questions, email Dell_TechDirect@Dell.com.

*IDC Market Analysis Perspective: WW Software and Hardware Support and Deployment Services, Sept 2018, Doc#US44314218.

**Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing Commissioned by Dell, conducted in the United States. Actual results will vary. [Full report](#).

SupportAssist automatically detects and proactively alerts Dell to: operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. Predictive analysis failure detection includes hard drives, solid state drives, batteries and fans. Not available on Linux, Windows RT, Windows 10S, Android, Ubuntu or Chrome based products.

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