

ProSupport Flex for PCs

Personalized, scalable support for self-maintaining customers with robust IT capabilities

The ideal choice for self-maintaining customers with a large number of PCs and robust IT capabilities. Our solutions are built on standard support service components that leverage our global scale and can be assembled in a combination that perfectly fits your needs.



Optimize
your support budget
with a custom fit
package

Complement
your resources by
extending capabilities
only as needed

Reduce risk
and downtime with
streamlined processes
and industry-leading
technologies



Two-tier consumption
model for tech support



Onsite support on the
next business day*



Single point of contact
for customer success,
escalation and asset
management



Customizable
remediation rules



Health, application experience and
security scores on a single screen
for a holistic view of devices



Automatic creation and deployment
of custom update catalogs for Dell
BIOS, driver, firmware and
applications



Early detection and resolution
of developing issues with
predictive support

ProSupport Flex for PCs customers must meet minimum qualifications

ProSupport Flex for PCs

Build a personalized support plan for office and remote employees



Features

Increase productivity for IT & employees

	Health, application experience and security scores	Telemetry , scores, alerts and recommendations provide a holistic view of your fleet of Dell PCs. On a single screen, gauge the percentage of devices that are healthy, at risk or impaired
	Remote resolution	Define and orchestrate remote remediation workflows. Organize by work groups or functions. Choose auto update or repair on your own
	Custom update catalog management	Automated , custom update catalog creation and deployment delivers seamless, remote updates for Dell BIOS, driver, firmware and applications
	Tailored recommendations	Actionable , intelligent recommendations for optimizing, upgrading and repairing PCs to increase productivity for employees
	Customized dashboard	Clear view of devices or elements most meaningful to you. Zoom in on the entire fleet or a single device
	Early detection of issues	Predictive AI identifies issues before they become problems, automatically creates a case and provides a proactive path for resolution
	AI-driven utilization metrics	Trends and performance issues are uncovered through real-time utilization metrics, allowing IT to root cause problems and resolve across the Dell fleet
	Modular options	Protect your investments by adding accidental damage, keep your hard drive or extended battery service
	Service Account Manager	Provides designated support for escalation management, incident reporting and asset base/account planning
	Traditional support	ProSupport Flex is built on the exceptional foundation of 24x7 support, onsite next business day service with direct access to in-region ProSupport experts and a single point of contact for hardware and software expertise.
	Subscription model	Spread support costs over the lifecycle of the device with annual and monthly payment options (direct customers in US and Canada).