

# Hur går man från reaktiv till proaktiv support

- Med hjälp av Dell ProSupport Suite

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# PCs and tablets market landscape



device  
proliferation

security  
risk

uptime  
expectations

time on  
maintenance

budget  
pressure

## The solution: Dell ProSupport Plus for PCs and Tablets

single source for  
hardware &  
software

proactive  
automated  
support

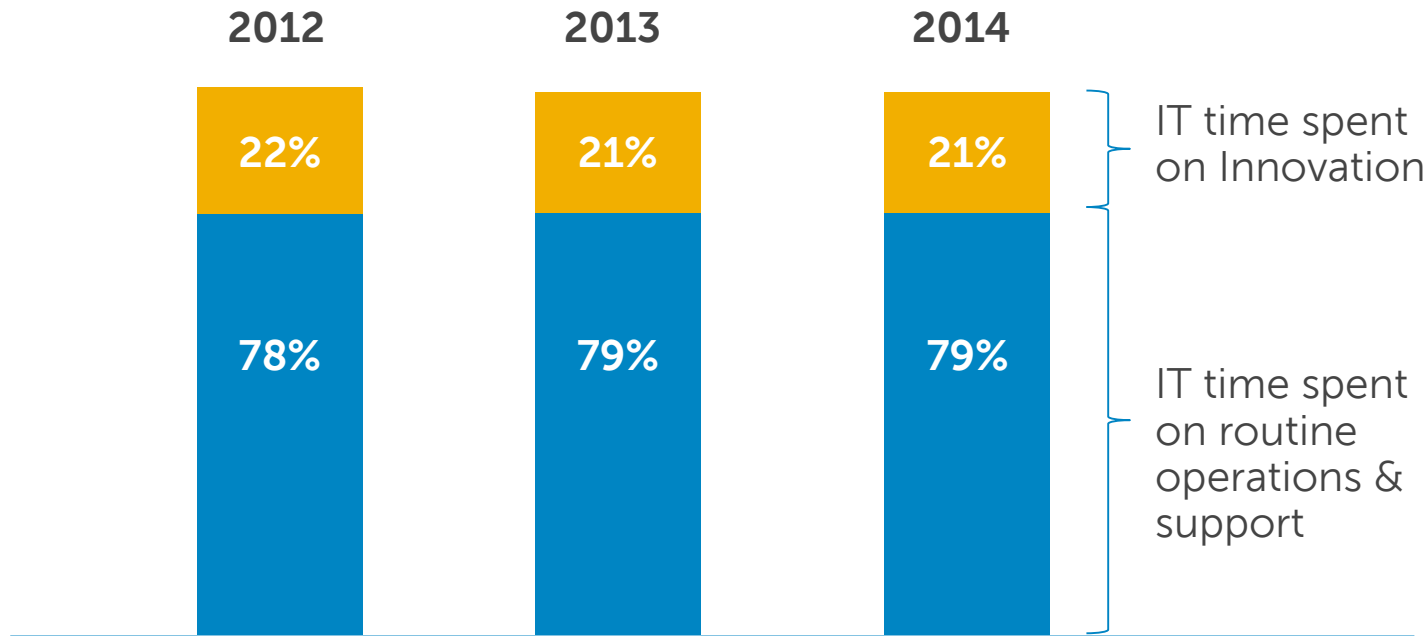
predictive  
automated  
support

investment  
protection & data  
control

Technical Account  
Manager (TAM) with  
monthly reporting

# Only 20% of IT time is spent on innovation

And it hasn't changed in years



Source: IDC Converged and Integrated Systems End-User Survey, N = 300 (2012), N = 308 (2013), N=301 (2014)



# Reduce customer effort and downtime with SupportAssist

Proactive and predictive automated support

## Hardware Support

### Traditional manual support

Higher customer effort, longer downtime



## ProSupport Plus

### Proactive automated support

Less customer effort and downtime



### Predictive automated support

Avoid failures and downtime

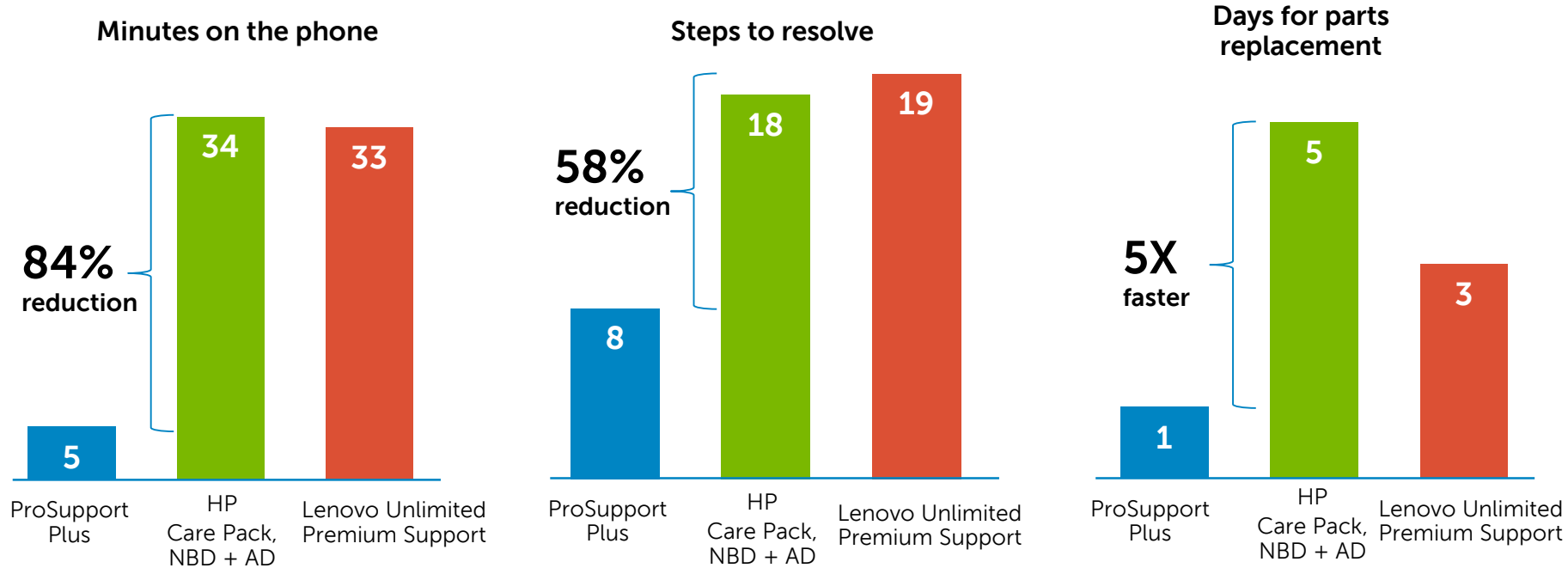


Initially, hard drives and batteries



# ProSupport Plus with SupportAssist resolves issues faster than the competition

"SupportAssist found the problem and Dell started the conversation"

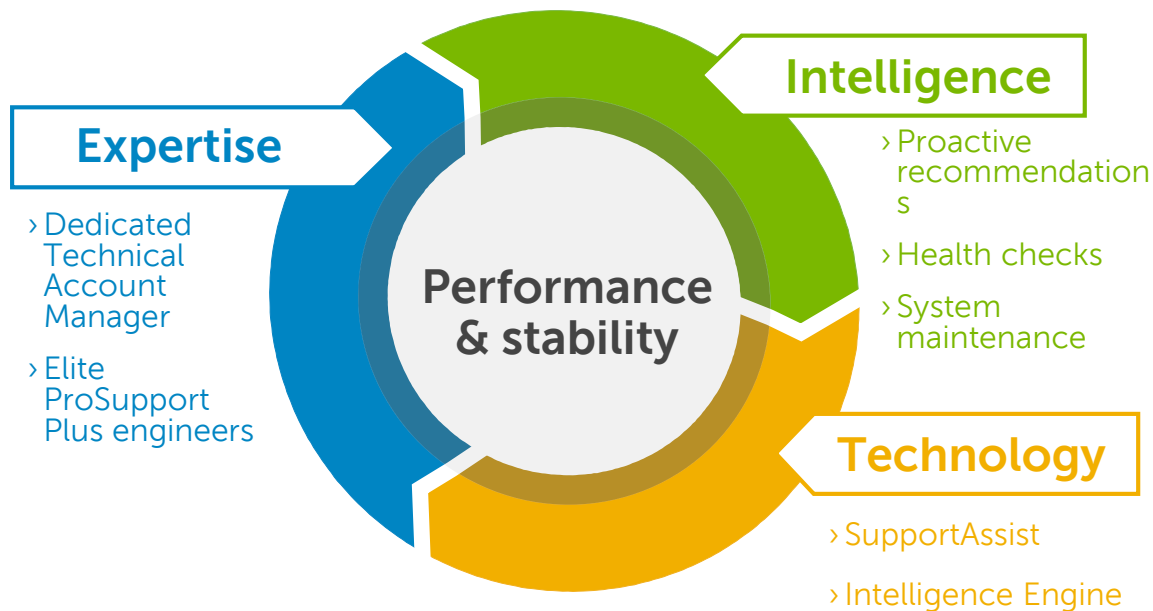


Source: Third-party lab testing with Principled Technologies (Tech Support process compared against HP & Lenovo), Oct 2014



# Dell ProSupport Plus

Because critical enterprise systems are....critical:



## Customer benefits:

- **Adopt complex technologies with confidence** by relying on our elite experts
- **Improve performance and stability** with proactive, personalized recommendations
- **Maximize workload availability** with automated support enabled by SupportAssist

# ProSupport Plus

Complete support with minimal effort



## Benefits:

- + Resolve issues quickly with ProSupport engineers
- + Increase productivity with proactive automated support
- + Avoid downtime with failure prevention
- + Protect your investment with coverage for accidents
- + Secure your data with hard drive retention

## Experts

- Priority access to ProSupport engineers
- Dedicated Technical Account Manager\*
- Collaborative support

## Insights

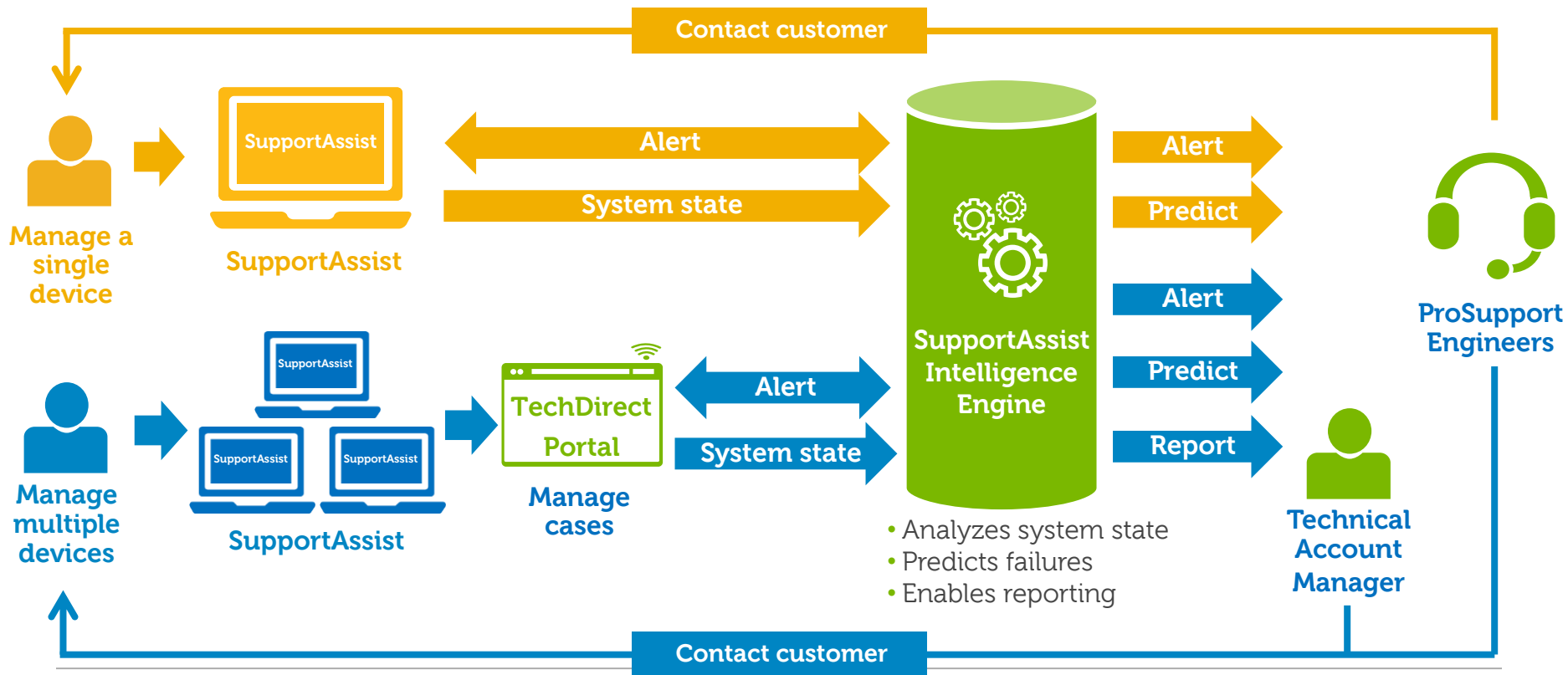
- Proactive issue detection
- Predictive failure prevention
- Monthly history and contract reporting\*

## Ease

- Automated case creation with notification
- Repair for drops, spills and surges
- Retain hard drive after replacement

\*Available for customers with 1000 or more ProSupport Plus Systems

# Managing ProSupport Plus client devices with SupportAssist





Tack!

# ProSupport Plus PCs and Tablets vs. Enterprise

## Feature comparison

	ProSupport Plus for PCs and tablets	ProSupport Plus Enterprise
Technical support through tools, online, chat and phone	24x7	24x7
Service delivery for hardware repair *	Onsite	Onsite
Self-service case management and parts dispatch through TechDirect	✓	✓
Remote monitoring by SupportAssist*	✓	✓
Automated monitoring, issue detection and notification by SupportAssist*	✓	✓
Direct access to in-region ProSupport engineers	✓	✓
Command center monitoring and crisis management	✓	✓
Software support with collaborative 3 <sup>rd</sup> party assistance	✓	✓
Software support	OS & Applications	OS & Hypervisor
Case management API for helpdesk integration	✓	✓
Automated case creation by SupportAssist*	✓	✓
Dedicated Technical Account Manager**	✓	✓
Support history and contract reporting**	✓	✓
Predictive issue detection for failure prevention by SupportAssist*	✓	Coming Q1FY16
Escalation Management	✓	✓
Accidental damage repair for drops, spills and surges	✓	
Retention of hard drive after replacement*	✓	
Support for up to 7 years		✓
System maintenance (as needed)		✓

ProSupport Plus for PCs and tablets only: \* Restrictions on some Venue, Chromebook, and Rugged Lattitudes ([see details](#))

\*\*For customers with 1,000 or more ProSupport Plus systems