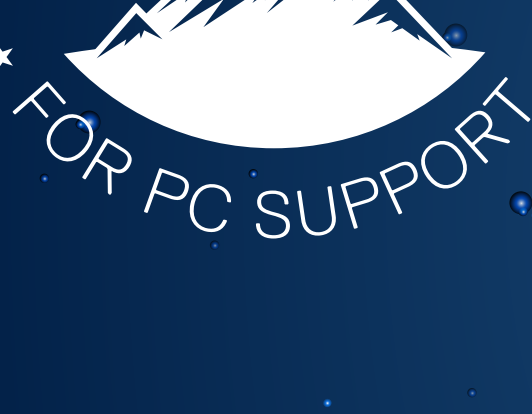


◀ AN IT ADMIN'S ▶
SURVIVAL GUIDE



**Survival Tip #1
Go with a Pro.**



94%
IT time spent on routine operations & support¹

6%
IT time left for other tasks,¹ like innovation



62%
of companies are purchasing, or planning to purchase, additional support services for PCs in the next 12 months.²

36%

IT staff time freed for innovation or more strategic initiatives²

26%

increase in IT staff productivity²

17%

reduction in overall IT costs²

**Survival Tip #2
Plot your course.**



We'll fix it! With quick replacement and repairs for drops, spills and surges.

Our predictive technology detects issues before they become problems.



Proactive alerts and automatic case creation allow Dell to start working on the problem before you can make a call.

Receive support everywhere from our in-region ProSupport engineers.

THROUGH RAIN, SLEET OR SNOW:

Dell's six Global Command Centers ensure parts and labor get to you through any weather, natural disaster, traffic or crisis.

**Survival Tip #3
Pack the essentials.**



ProSupport Plus offers you what you need to support your PC fleet—all in one complete package.

Prediction of hard drive issues before they become problems

24x7 priority access to in-region ProSupport engineers

Single source for software and hardware expertise

Repairs for drops, spills and surges

Retention of hard drive after replacement

PC optimization through actionable telemetry-driven recommendations

Onsite service the next business day after remote diagnosis

Technology Service Manager offers support for your team

Integrate alerts into tools you use every day

**Survival Tip #4
Choose the easy path.**



GAIN INSIGHT
Access early indicators of performance issues³
RAM · CPU · Battery
Storage Utilization · App & OS crashes

PROTECT & OPTIMIZE
Take action on telemetry-driven recommendations anytime, anywhere³

EASILY MANAGE
View assets and alerts in TechDirect
Configure · View · Group

Uses AI to predict hard drive issues before they become problems⁴

Virtually eliminates unplanned downtime due to hardware issues⁵

Proactively resolves issues up to 6x faster than the competition⁵

ProSupport Plus with SupportAssist

Contact a Dell Services Expert to learn more.

1. IDC – Worldwide software and hardware support and deployment services, 2018.
2. Innovate with Services – A commercial study conducted by Forrester Consulting on behalf of Dell/EMC, October 2018.
3. Available features vary based on your support plan.
4. Based on a Principled Technologies test report, "Dell ProSupport Plus with SupportAssist warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/0xvze8>. Hardware issues detected by SupportAssist include hard drives, solid state drives, batteries and fans.
5. Based on a Principled Technologies report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus" May 2020. Testing commissioned by Dell, conducted in the United States. Actual results may vary. Full report: <http://facts.pt/0xvze8>. SupportAssist must be activated through ProSupport or ProSupport Plus to realize proactive or predictive alerts or benefits.
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.