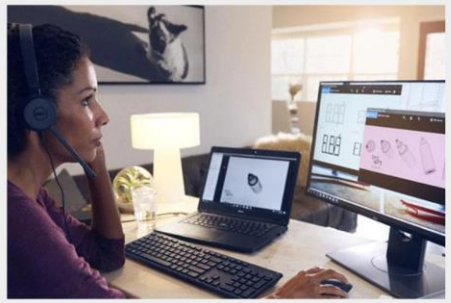
SB EVENT

Oct 8th 2020

DELL Technologies

Dell Customer Communication - Confidential



SUPPORT

Uninterrupted workflow

Ensure users stay in the zone by providing support that stays out of their way. With Dell ProSupport for PCs, you can take advantage of telemetry-driven insights that allow you to stay informed, maintain control and remotely resolve PC issues on one or many devices.

Shorten time spent on support calls with ProSupport Plus with SupportAssist:

- 11 faster proactive support for our hardware with ProSupport Plus[4]
- Up to 13 fewer steps to resolve a failed hard drive with ProSupport Client Suite than key competitors[4]

Learn more

LIFECYCLE SOLUTIONS

Solutions from device to cloud

Automate and simplify PC and technology deployment, management, security and support to effectively empower the workforce while freeing up IT to do more, even if IT is working remote.

Unified Workspace

Free up your IT department for more important tasks. Unified Workspace is the industry's most comprehensive solution[2] to deploy devices and then secure, manage and support them from the cloud.

Explore ▷ Watch

Virtual Desktop Infrastructure

Protect sensitive information. Stream virtualized apps and desktops to your users with exceptional performance and unmatched security.

Explore ▷ Watch

Client devices and peripherals

As we navigate the changing landscape of work, we're committed to delivering client devices and peripherals that keep you and your employees safe.

Explore ▷ Watch

The most complete portfolio for every work style

Fixed, Mobile + Embedded

LCD monitor

Vostro Desktop

Vostro Notebook

XPS

Accessories + Displays

Dell Customer Communication - Confidential

Empower your remote workforce

Business Laptops and 2-in-1 PCs

Boost remote productivity with secure, thin and light business PCs.

Dell UltraSharp and Processional Monitors

The best monitors with vivid colors in different sizes to increase multi-tasking and output.

PC Accesories

Docks, keyboards and more to help your employees stay productive.

Software

Software solutions for every kind of business to maximize productivity.

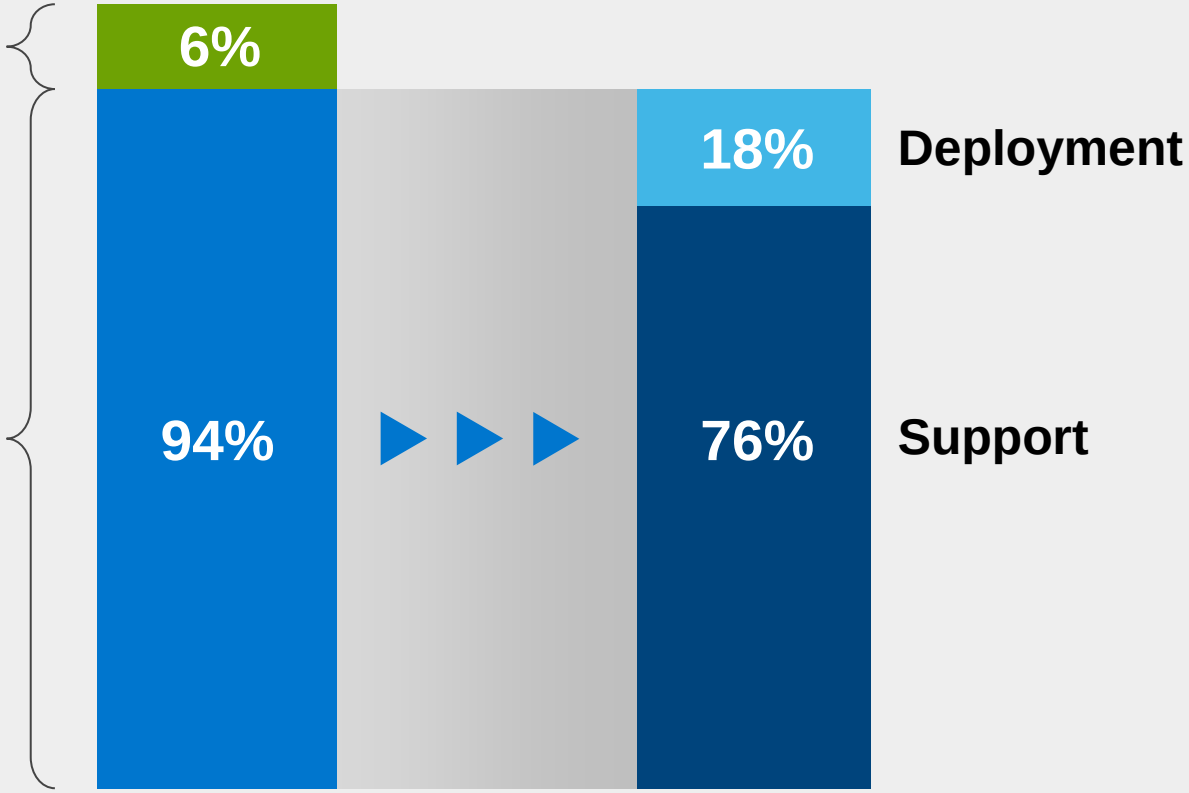
IT staff not spending enough time on innovation

Too much time spent on routine support and deployment tasks

ProSupport for PCs

IT time spent on other tasks, like innovation

IT time spent on routine operations & support



Source: IDC – Market Analysis Perspective: Worldwide software and hardware support and deployment services, 2018

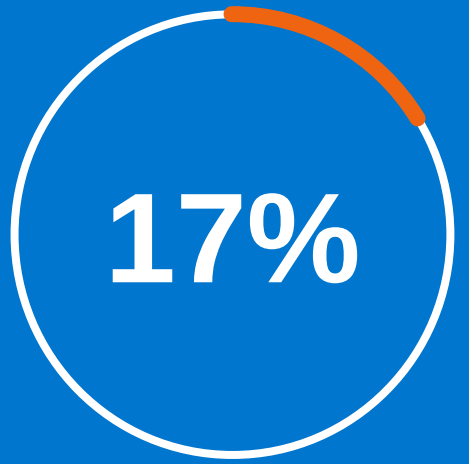
of companies are purchasing, or planning to purchase, additional support services for PCs in the next 12 months

Source: Innovate with Services – A commissioned study conducted by Forrester Consulting on behalf of DellEMC, October 2018

Tangible value in shifting to external support

IT staff time freed for innovation or more strategic initiatives

Increase in IT staff productivity



Reduction in overall IT costs

Source: Innovate with Services – A commissioned study conducted by Forrester Consulting on behalf of DellEMC, October 2018

© Copyright 2019 Dell Inc.
© Copyright 2019 Dell Inc.

Dell ProSupport Suite for PCs

Feature comparison

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex[7]
Technical support through phone and online	Business hours	24x7	24x7	24x7
Hardware repair[1]	Varies	Onsite	Onsite	Flexible
Direct access to in-region ProSupport engineers		●	Priority Access	●
Single resource for software and hardware expertise[2]		●	●	●
Command center monitoring and crisis management		●	●	●
SupportAssist & TechDirect technology enabled features for your Dell fleet:[3]	●	●	●	●
• Self-service case management and parts dispatch	●	●	●	●
• Proactive automated issue detection, notification and case creation		●	●	●
• Visibility of asset base for easy management and alerts		●	●	●
• Early detection of performance issues with hardware and software utilization		●	●	●
• PC optimization through remote resolution (including BIOS & drivers)			●	●
• Predictive automated issue detection for failure prevention			●	●
Technology Service Manager, support history and contract reporting[6]			●	●
Hard drive retention after replacement[5]			●	Optional
Repairs for accidental damage like drops, spills and surges[4]			●	Optional

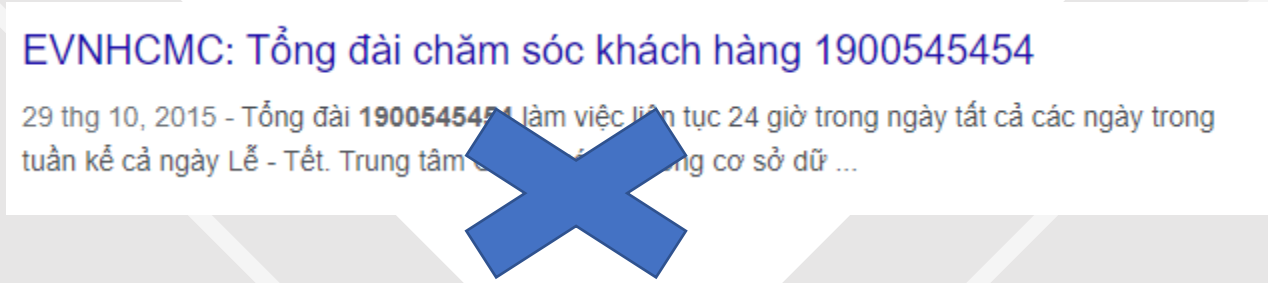
[1] Onsite availability varies by country and service purchased. Onsite service after remote diagnosis.[2] Software support with collaborative 3rd party assistance. [3] SupportAssist not available on Linux, Windows RT, Ubuntu or Chrome based products. SupportAssist automatically detects and proactively 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.[4] Accidental Damage service excludes theft, loss, and damage due to fire, flood, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year. [5] Hard drive retention is not available on models with a soldered hard drive, Chromebooks or Venue tablets, except the Venue 11 Pro.. [6]Available for ProSupport Plus customers with 500 or more ProSupport Plus systems [7]Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.

 © Copyright 2019 Dell Inc.

 © Copyright 2020 Dell Inc.

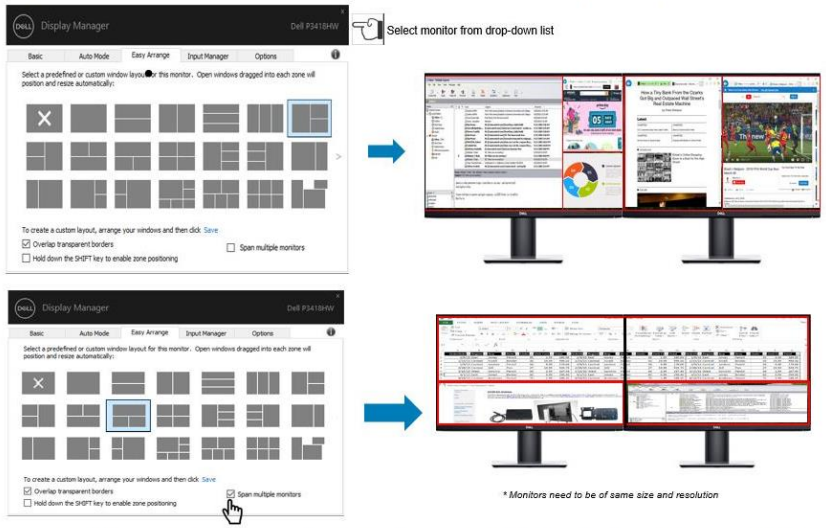
HOTLINE: 1800 54 54 55
(Pro support)

Contact IT experts: 1800 54 54 55

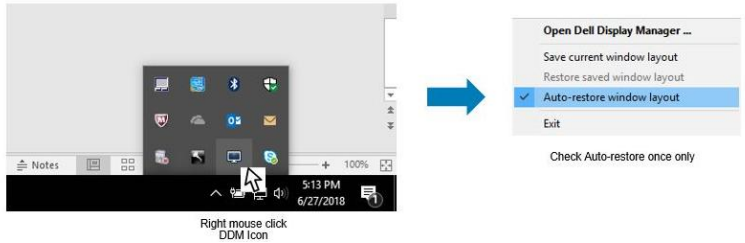


Dell display manager

Easy arrange can also be used to personalize with dual monitors side by side or expand desktop space by spanning across 2 monitors

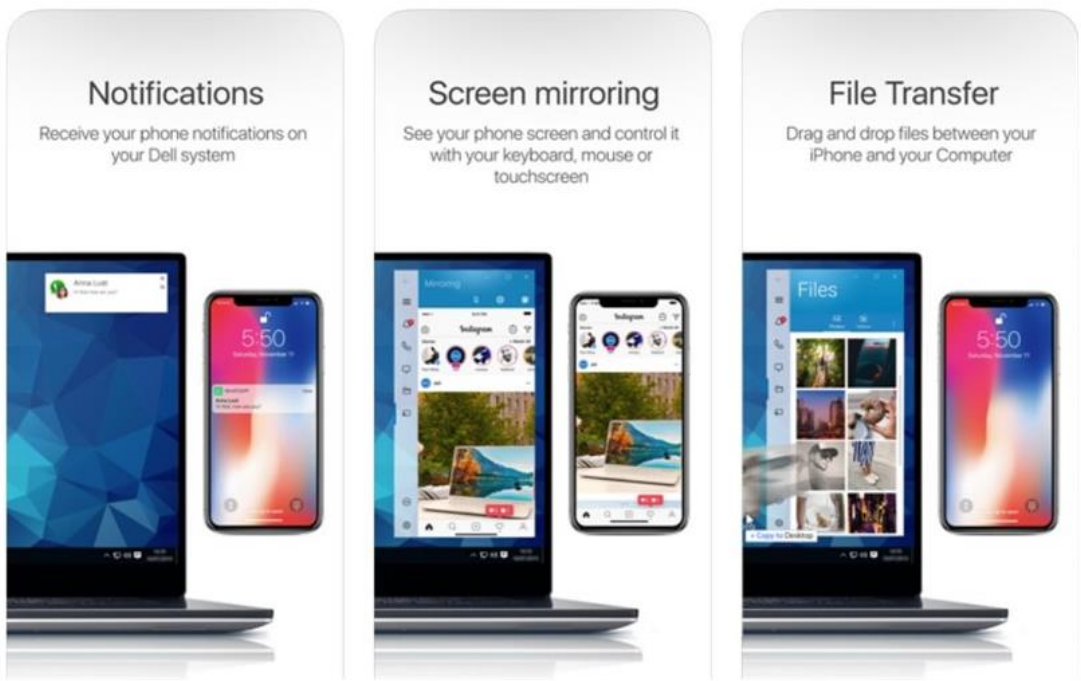


Seamless transitions: Rapidly restore previous application windows when reconnecting with Auto-restore, a feature that remembers where you left off.



More screen. Fewer distractions.

Stay organized and on task with Easy Arrange, one of the many options included with your Dell Display Manager software. Quickly tile and view applications side by side, so they're always right where you need them. Plus, the Auto-restore feature repositions the layout of your applications even after disconnecting from the monitor.



Tuy nhiên, không phải laptop Dell và iPhone nào cũng hỗ trợ cài đặt phần mềm Mobile Connect, mà phải có cấu hình như sau:

- Máy tính Dell XPS, Inspiron, G-Series và Vostro có Bluetooth đời 2018 trở lên.và chạy Windows 10 16299.0 trở lên. Tải tại đây.

Dell mobile connect

https://www.thegioididong.com/tin-tuc/dell-mobile-connect-truyen-anh-va-video-giua-iphone-va-pc-1244285

3 years free pick up & delivery

Dell Commercial Monitors Portfolio

Enjoy productivity boosting features and outstanding reliability with our innovative and award winning monitors.

E series

Affordable with essential features for everyday use.

P series

Performance monitors with user comfort and productivity enhancing features.

UltraSharp

Top tier monitors with state-of-the-art technology and design for the ultimate performance.

UltraSharp with Premier Color

Top tier monitors with added features specific to color critical tasks.

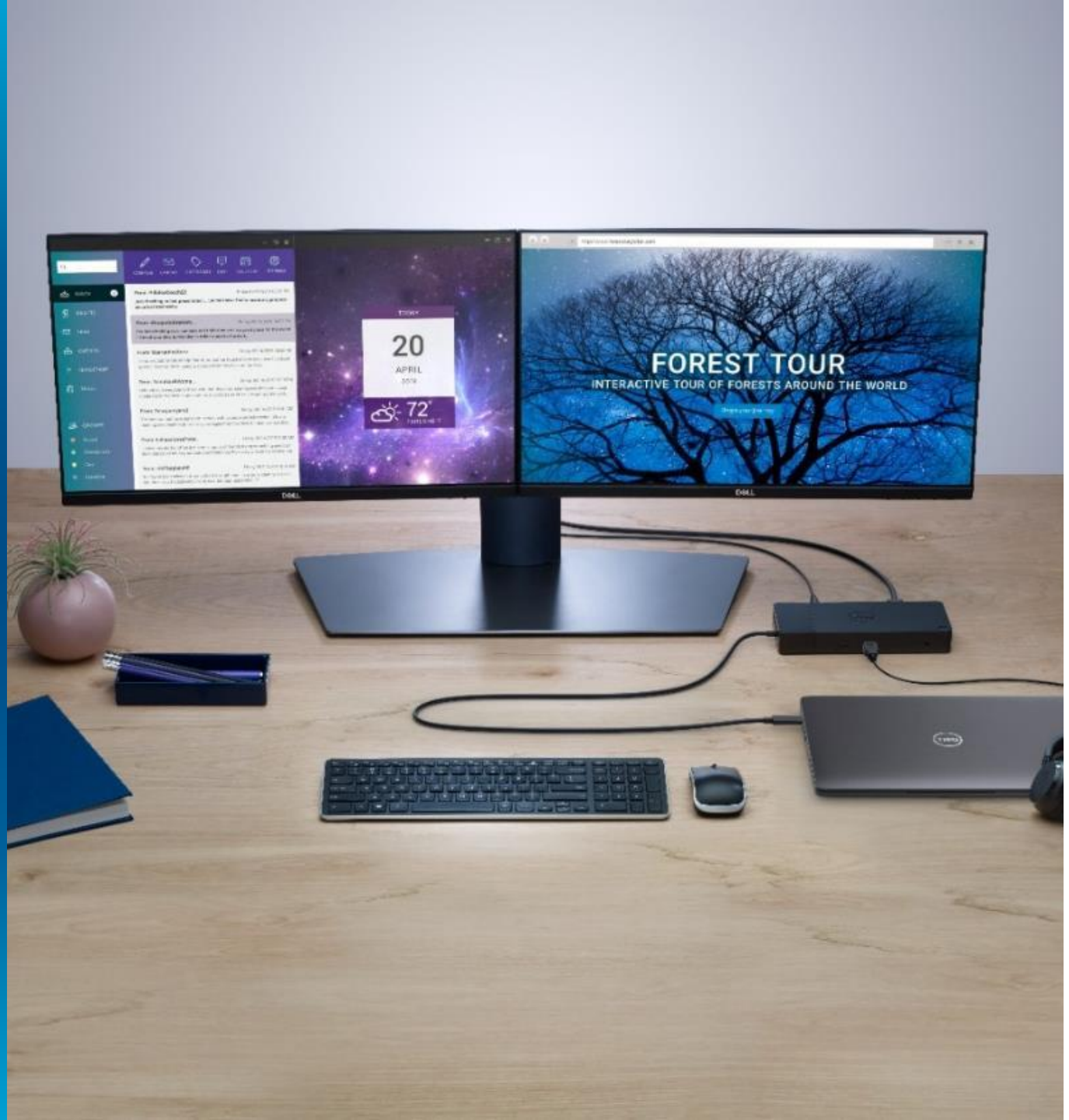
Large Format Monitors

Purpose built large monitors for collaboration in conference rooms and classrooms.

Why Dell Docks?

Power your productivity

- **Fastest charging docks in the World** – Over 30% more power delivery than any other dock on the market allowing devices to charge faster*
- **Future-ready design** – World's first modular dock with upgradeable power AND connectivity.**
- **Intelligent management –** Dell's most manageable family of docks, ever! Easy to deploy, update and manage.



Dell Universal Dock: D6000

Display Support: 2 x 4K @ 60 Hz; 3 x 4K (2 x 4K at 60 Hz, 1 x 4K @ 30 Hz)*

Ports: DP 1.2 (2x) | HDMI | USB-C (2x) | RJ45 | USB-A 3.0 (4x) | 3.5mm input

Ideal for shared work spaces designed to support USB-C, USB3.0 and multi-vendor PCs

Equipped with both USB-C and USB-A cables for connectivity to legacy or current laptops

Powered by DisplayLink compression technology requiring driver installation

Supports up to 65W power delivery but does not support Dell ExpressCharge

Supports MAC address pass-through

*Maximum 3 display output can be supported simultaneously through USB-C connection. Maximum 2 display output for USB3.0 (Type-A) connection.

Dell Adapters

Dell’s adapter solutions make it easy to connect whether you are working remotely at home or in meeting rooms.

Multi-port adapter with speakerphone
Portable multi-port adapter with integrated speakerphone designed for your connectivity and conferencing needs

Multi-port adapters
Improve your productivity on the go with multiple ports available for connecting your PCs to monitors/projectors, the network, or other accessories at the same time

Combo adapters
Enable more than a single point to point connectivity, with additional data/ video ports and a USB-C power pass-through that helps you charge your laptops

Single adapters
Provide direct connectivity from PCs to monitors, projectors and other accessories

Connect to anything, anywhere

Multi-port adapter with speakerphone

Multi-port adapters

Combo adapters

Single adapters

DELL Technologies