TechDirect

Services Technologies

April 2025

DELLTechnologies

DELLTechnologies

Modern, intelligent device management at your fingertips

TechDirect is our self-service platform that streamlines IT workflows. We provide services for all phases of device lifecycle management, from initial configuration and deployments to monitoring, support and refreshes.

- Tailored views, dashboards and on-demand reporting for faster issue resolution
- A library of Dell-authored scripts to automate tasks and remediate issues across the fleet
- Fleetwide proactive and predictive detection for faster issue resolution
- Quick analysis of health, application experience, and security scores in a single screen
- Automate creation and deployment of custom update catalogs for Dell BIOS, driver, firmware, and applications
- Access imaging and configuration tools and services for client and infrastructure device deployments
- Self-dispatch and support for in-warranty client and enterprise systems
- Securely and responsibly retire IT assets
- APIs to easily integrate with your existing help desk
- Allows Dell Technologies partners to manage their activity and work on behalf of customers

Why TechDirect?

More than a decade of self-service online support with 730K support requests & 1.8 million self-dispatches globally each year.[1]

Security first.
Secure, real-time monitoring that collects only the information needed to resolve issues, keeping your data secure in the process.

89M+
Million connected devices to **SupportAssist**, globally.[2]

Trusted by **62K enrolled companies** and **6K partners** enabled to centrally manage PCs.

We have the scope and scale to manage the entire process, **end-to-end**, to save you from multiple tool headaches.

DELLTechnologies

Experience the lifecycle of TechDirect

BUILD & DEPLOY

Manage every detail of your PC fleet and infrastructure devices from project management to planning, configuration and deployment with greater speed and less effort. Explore our offerings:

- ProDeploy Client Suite
- Enterprise Project Services for ProDeploy Infrastructure Suite
- Image Assist
- Connected Provisioning
- Self-Healing Image Recovery
- Ready Image

CONNECT & MANAGE

Unlock our connectivity intelligence for visibility into your entire PC fleet with telemetry-driven insights and updates, wherever you are. Explore our automated support technology and services offer:

- SupportAssist for Business PCs
- ProSupport Suite for PCs
- Data Erase

RECYCLE & RETIRE

From deployment to retirement, we've got your back. Let us help you retire IT equipment in a secure and sustainable manner, unlocking value that can be put towards future innovation. Explore the value of Asset Recovery Services.

SUPPORT & SELF-DISPATCH

Get the support you need when you need it, self-dispatch replacement parts and boost your team's productivity from a single, customizable dashboard. From APIs for help desk integration to a dedicated onsite parts depot, we've got you covered.

DELLTechnologies

Unlocking more intelligence when you activate our services

All **Dell Technologies** customers have access to many TechDirect features with **no added cost:**

Client PCs & Infrastructure*

- Centralized, online access to technical support
- Self-dispatch for replacement parts
- APIs for integration into preferred helpdesk tools
- Asset Appraisal

Client PCs

- Image Assist features
- Driver catalog management

Customers who purchase services manage every detail in TechDirect – **anytime, anywhere.**

Client PC offers

ProDeploy Client Suite

Connected Provisioning

ProSupport Client Suite

Asset Recovery Services

Self-Healing Image Recovery

Data Erase

Infrastructure offers

ProDeploy Infrastructure Suite

Dell server solutions as well as eligible Dell storage & networking solutions

# Onboarding to TechDirect

D&LL Technologies

Disclaimer

BEFORE you create a free account in TechDirect, you need to:

- Understand if your company already has an existing account
- Know who your company admin is
  - The easiest way to join an existing company is if the IT admin adds you to their account
- A user can only have ONE TechDirect account

DELLTechnologies

Getting set up in TechDirect

Sign in or register for a user account

- Navigate to TechDirect.Dell.com

- If you are already logged in at Dell.com and **have an existing TechDirect account**, you will automatically open to your company dashboard in TechDirect.

- If you are already logged in at Dell.com and you do not have an existing account in TechDirect, you will be prompted to login (again) with your TechDirect specific credentials.

  - If you do not have an account in TechDirect, this is also where you can register from our landing page.

  - Please ensure you have read the disclaimer on the previous slide.

DELLTechnologies
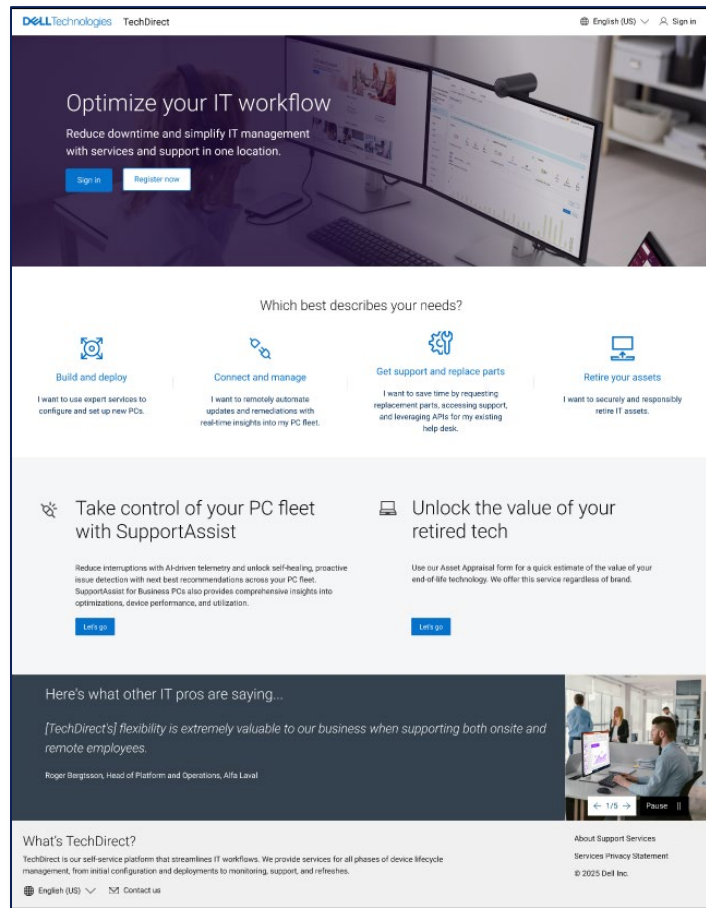
Getting set up in TechDirect

If you find yourself on the landing page of TechDirect:

- **Sign in** to TechDirect if you are an existing user.

- **Fill in** credentials and sign in.

- **Register for an account** if you do not have one.

- Complete **2-Step verification** for first time account creation. Retrieve code from email used to create your TechDirect account.
    - The code is time sensitive, use within 15 minutes.

- **Read** Terms of Use agreement, scroll to the end to **Agree**.
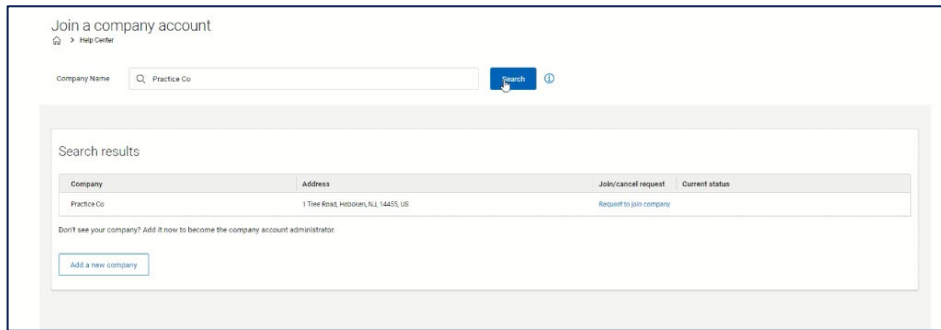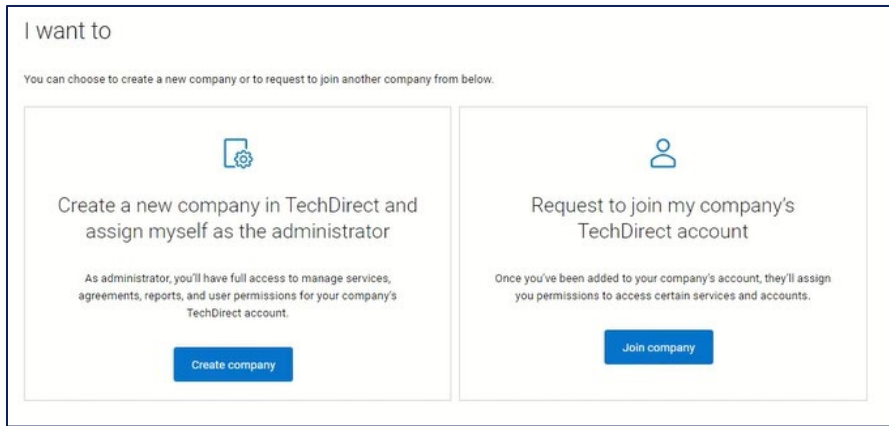
DELLTechnologies
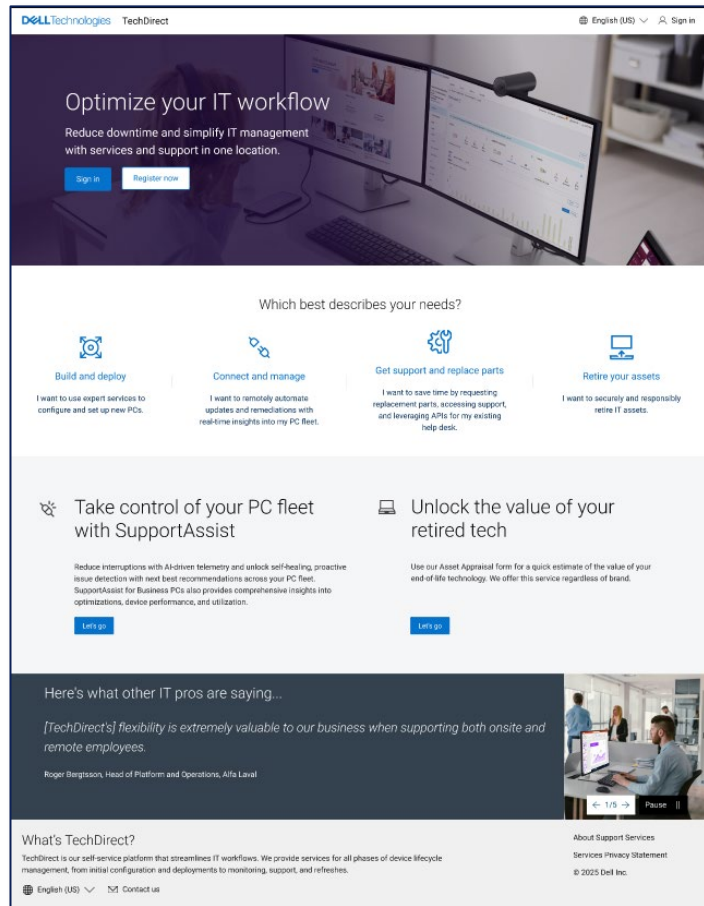
Getting set up in TechDirect

Link your user account to your company's account in TechDirect

- If you know your **company** has an existing account *and* know who the administrator is, ask the administrator to invite you to the account. This ensures you join the correct company and are assigned the appropriate access rights. *This best practice can help eliminate issues later.*

- If you and your company are new to TechDirect, select option one to complete your individual profile and **create a new company** profile assigning yourself as the administrator.

- If you are unsure if your company has an existing account, search to see if one already exists through option two. If one does exist, you can **request to join the company account**.

Please do NOT create a new account if you are unsure.

This could place orders in the wrong accounts and cause delays.

I want to

You can choose to create a new company or to request to join another company from below.

Create a new company in TechDirect and assign myself as the administrator

As administrator, you'll have full access to manage services, agreements, reports, and user permissions for your company's TechDirect account.

Create company

Request to join my company's TechDirect account

Once you've been added to your company's account, they'll assign you permissions to access certain services and accounts.

Join company

Join a company account

Company Name: Practice Co

Search

Search results

Company	Address	Join/cancel request	Current status
Practice Co	1 Tree Road, Hoboken, NJ, 14455, US	Request to join company	

Don't see your company? Add it now to become the company account administrator.

Add a new company

DELLTechnologies

Getting set up in TechDirect

Completing your company profile

- If you selected option one to **create a new company and assign yourself as the administrator,** you will be prompted to complete the company's profile.

- **Fill in** your company name and select your region from the drop down.

- **Complete** your company address information.

- **Select** who you are conducting business for. This training follows the steps for an individual company.

  - If you are **managing multiple company accounts**, you would select *"I am conducting business on behalf of a client."*

- Click **submit**.

- **Opt** to go to the homepage or take the tour.

  - The **tour option** will route you to an in-depth overview of all TechDirect functionality.

  - You can share our simulator.

Complete your profile

The following info will be used to help us better understand your company. By completing your TechDirect profile as the first user in your company, you will be automatically become the administrator.

∧ ⓘ Company Information

Company name

Practice Co 1

Location
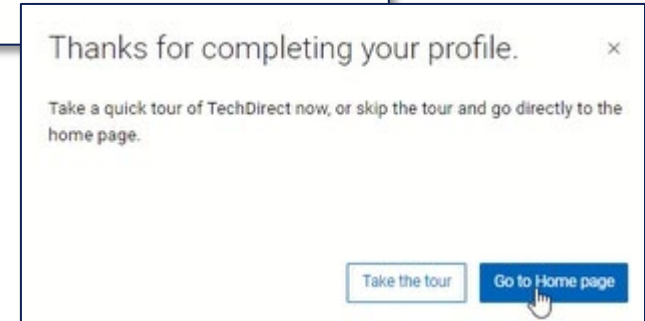United States

State / province

City

Zip / postal code

I am conducting business ⓘ
● For my Company   ○ As a service on behalf of a client

Submit

Thanks for completing your profile.   ✕

Take a quick tour of TechDirect now, or skip the tour and go directly to the home page.

Take the tour   Go to Home page

D&LL Technologies

Getting set up in TechDirect

Finishing profile set up and enrolling in services

- After completing your initial profile setup, you will be taken to the homepage. **Click** your profile icon in the top right corner and select **My Profile**.

- Your comprehensive profile settings will appear. Complete the **Personal information** section.
  - NOTE parts can be **auto-filled** from this information, so ensure accuracy on shipping addresses and contact information.

- Select **Update** to save changes.

- Complete the **Company Information** section.

- *Ensure you enter your company's domain name(s) to help facilitate user requests to join your company.*

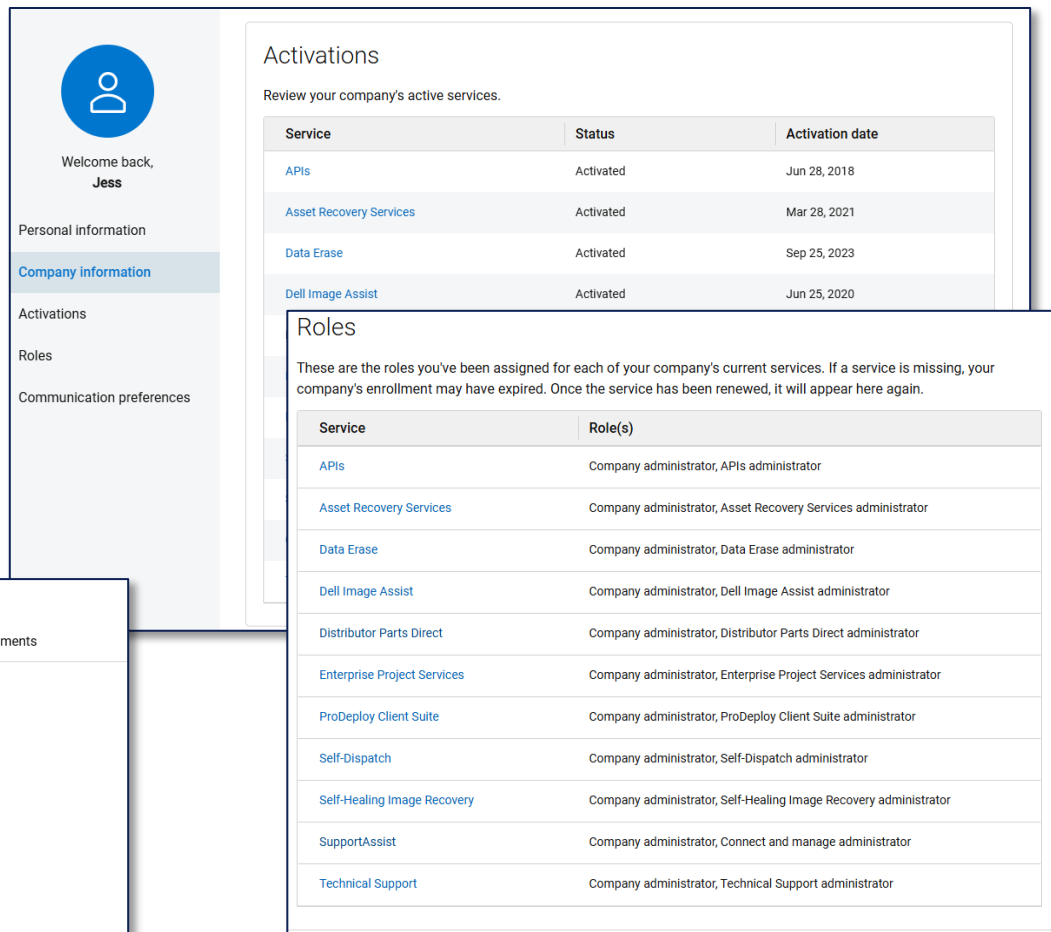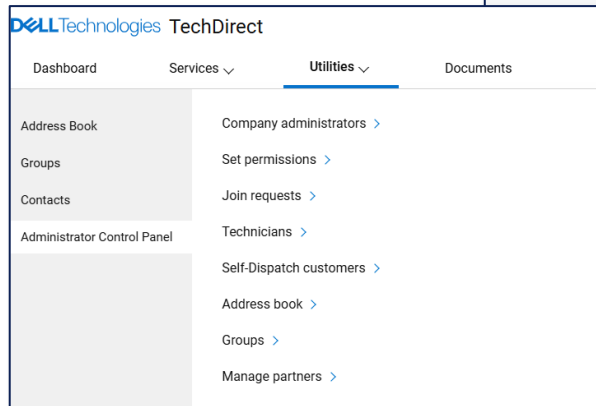- Select **Update** to save changes.

DELLTechnologies
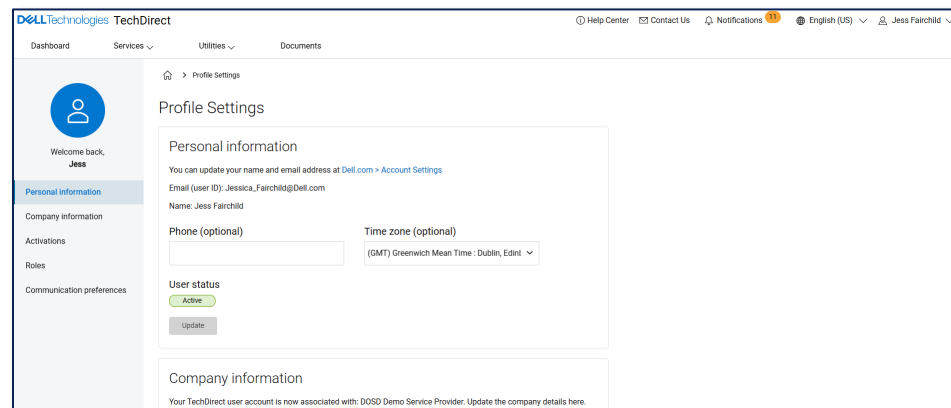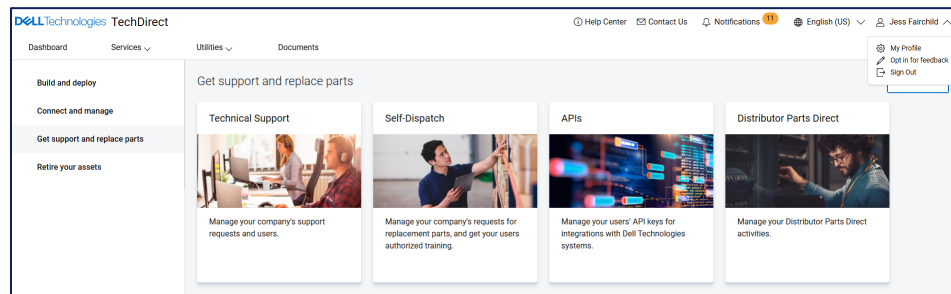
Getting set up in TechDirect

Finishing profile set up and activate services

- **Activate** the services you plan to utilize for your company.

- After the activation section, review the role(s) you have been assigned. You can also manage your communication settings here for each service.

  – If you are managing technicians, you can also assign them roles and permissions from the utilities tab in the top navigation.

Activations

Review your company's active services.

Service	Status	Activation date
APIs	Activated	Jun 28, 2018
Asset Recovery Services	Activated	Mar 28, 2021
Data Erase	Activated	Sep 25, 2023
Dell Image Assist	Activated	Jun 25, 2020

Welcome back, **Jess**

Personal information

Company information

Activations

Roles

Communication preferences

Roles

These are the roles you've been assigned for each of your company's current services. If a service is missing, your company's enrollment may have expired. Once the service has been renewed, it will appear here again.

Service	Role(s)
APIs	Company administrator, APIs administrator
Asset Recovery Services	Company administrator, Asset Recovery Services administrator
Data Erase	Company administrator, Data Erase administrator
Dell Image Assist	Company administrator, Dell Image Assist administrator
Distributor Parts Direct	Company administrator, Distributor Parts Direct administrator
Enterprise Project Services	Company administrator, Enterprise Project Services administrator
ProDeploy Client Suite	Company administrator, ProDeploy Client Suite administrator
Self-Dispatch	Company administrator, Self-Dispatch administrator
Self-Healing Image Recovery	Company administrator, Self-Healing Image Recovery administrator
SupportAssist	Company administrator, Connect and manage administrator
Technical Support	Company administrator, Technical Support administrator

DELLTechnologies TechDirect

Dashboard	Services ⌄	Utilities ⌄	Documents

Address Book

Groups

Contacts

Administrator Control Panel

Company administrators >

Set permissions >

Join requests >

Technicians >

Self-Dispatch customers >

Address book >
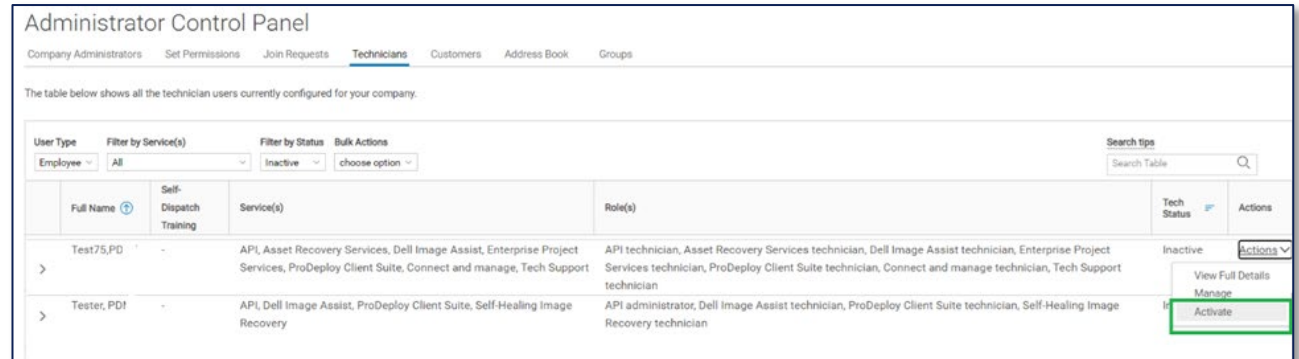
Groups >

Manage partners >

DELLTechnologies

Security updates

As of May 2024, **user accounts will be inactivated after a user has not logged in for 180 days**.

- The end user is sent an email 30 days prior to being inactivated with a link to login and remain active.
- If no response, they receive another email 7 days before they are inactivated.
- If still no response, the end user is sent a final email that they have been inactivated.

Company admins **CAN REACTIVATE** users that have not logged into TechDirect within 180 days, but less than 365 days. How:

- Company admin navigates to the Admin Control Center in Utilities.
- Select technician
  - Search for technician, if applicable
- Select the "activities" drop down for the technician
- Select "Activate"

DELLTechnologies

Security updates

As of May 2024, **company admins must ATTEST their active technicians every 90 days**.
- This is to ensure that users within a company still have permission to access the account and data
- Company admins will receive an email 30 days before the attestation expiration date and again on the attestation expiration date
- If the admin has not confirmed the attestation by the required date, technicians will not be able to login to TechDirect until the admin takes action (by logging in and completing the quarterly attestation)
- Technicians will receive a message in TechDirect that attestation is required from their company admin and they will be provided a list of admins

Lifecycle Ecosystem

D¢LL Technologies
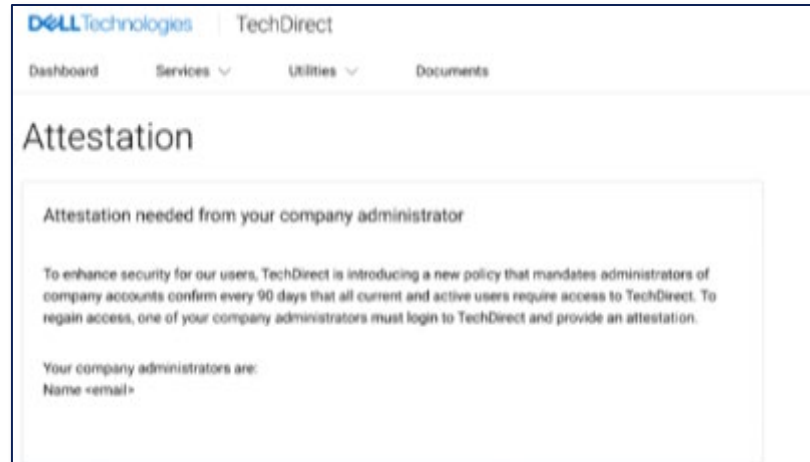
Getting Started

Understand the lifecycle ecosystem of TechDirect

Which best describes your needs?

Build and deploy

I want to use expert services to configure and set up new PCs.

Connect and manage

I want to remotely automate updates and remediations with real-time insights into my PC fleet.

Get support and replace parts

I want to save time by requesting replacement parts, accessing support, and leveraging APIs for my existing help desk.

Retire your assets

I want to securely and responsibly retire IT assets.

DELLTechnologies

Cross platform images ready when you are

Build & deploy

Connect & manage

Get support

Retire your assets

Effortlessly create, deploy and update cross-platform images faster than ever. **Image Assist** empowers you to quickly create a custom cross-platform image—ready to deploy when you say so.

The simple user interface helps you prepare your custom image, including OS, licenses, applications, desktop customization, and network configuration settings.

D&LL Technologies

Direct your deployment with control and speed

Build & deploy

Connect & manage

Get support

Retire your assets

From TechDirect, manage every detail of your **ProDeploy Client Suite deployments for PCs** to:

- Define configuration settings
- Select box labels, asset tags and reports
- Select your imaging or provisioning service and provide your image
- Enter your deployment criteria

Pre-configure

- Explore TechDirect with no purchase commitment prior to placing an order
- Try various scenarios, use the information provided when you order

D&LL Technologies

Faster, ready to work devices made easy for IT

Build & deploy

Connect & manage

Get support

Retire your assets

Less effort and more control provisioning PCs with **Connected Provisioning** in TechDirect:

- **Simplify IT setup**
  In minutes, not days, customers can create profiles, assign them to orders and provision PCs from the cloud

- **Convenient control**
  Easily manage and update your profiles and orders centrally

- **End to end insight**
  View status at every step and receive updates from request through successful delivery

D&LL Technologies

Manage enterprise deployments with total transparency

Build & deploy

Connect & manage

Get support

Retire your assets

ProDeploy Infrastructure Suite (Invitation only)

From *Enterprise Project Services* in TechDirect, collaborate on **field-based deployment projects to integrate Dell infrastructure systems.**

- View ProDeploy and ProDeploy Plus orders for the project

- Collaborate real-time with Dell planning engineer on design

- Approve design after providing inputs online or offline (SPD)

- View final verification reports

- Track history of actions and tasks by any team member – creating a robust audit trail

- Add team members to view and take action (Admins only)

- Append notes to the dashboard

DELLTechnologies

Telemetry driven support for IT admins and users

Build & deploy

Connect & manage

Get support

Retire your assets

Modern, intelligent support from Dell is moving the industry light years past the foundation we've come to expect: **24x7 in-region support, onsite service, accidental damage, and priority access to IT experts**.

ProSupport Suite for PCs allows you to:

- Tap into a library of scripts to automate tasks and remediate issues across the fleet
- Update BIOS, driver, firmware and applications across the fleet with custom catalogs or best fit recommendations from Dell
- Perform automatic software optimizations to clean files, tune performance, optimize network and remove viruses and malware

Connect to SupportAssist, our connectivity technology, to manage your entire PC fleet from TechDirect and stay in control for a better user experience.

Privacy and security is paramount

SupportAssist only collects the information needed to resolve issues and keep devices secure

You are **in control.**

- **Authorization must be given** before information including configuration, event notifications and system diagnostic information are collected.

- The **customer has to opt-in** for software inventory information to be collected for issue diagnosis.

- IT admins managing SupportAssist alerts in TechDirect **can review the information collected <u>here</u>.**

Information is **safe during transport and storage.**

Transport

- **256-bit encryption**
- **Secure web ports**
- Firewall protected one-way communication from the customer's site to Dell
- Device usage and login credentials are never collected

Storage

- Proxy credentials, if supplied, are encrypted and never leave the customer site
- Dell My Account authentication leverages anti-forgery mechanisms

Learn more about <u>how TechDirect with SupportAssist securely monitors your environment</u>

D∕ELL Technologies

Securely erase data – wherever you are

Build & deploy

Connect & manage

Get support

Retire your assets

Data Erase enables IT administrators to remotely erase PC data from the cloud or equip their organization with a secure solution that the employees can use to locally sanitize their devices from any location.

As an IT admin, manage all aspects of **Data Erase** within **TechDirect** from *Connect & Manage* view.

With each **ProDeploy Plus** purchase you are entitled to one erase credit. One erase credit can be used to erase one drive all manged from TechDirect.

Data Erase performs an erasure that is compliant with the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-88 Revision 1 "Guideline for Media Sanitization": NIST 800-88 Purge – ATA

DELLTechnologies
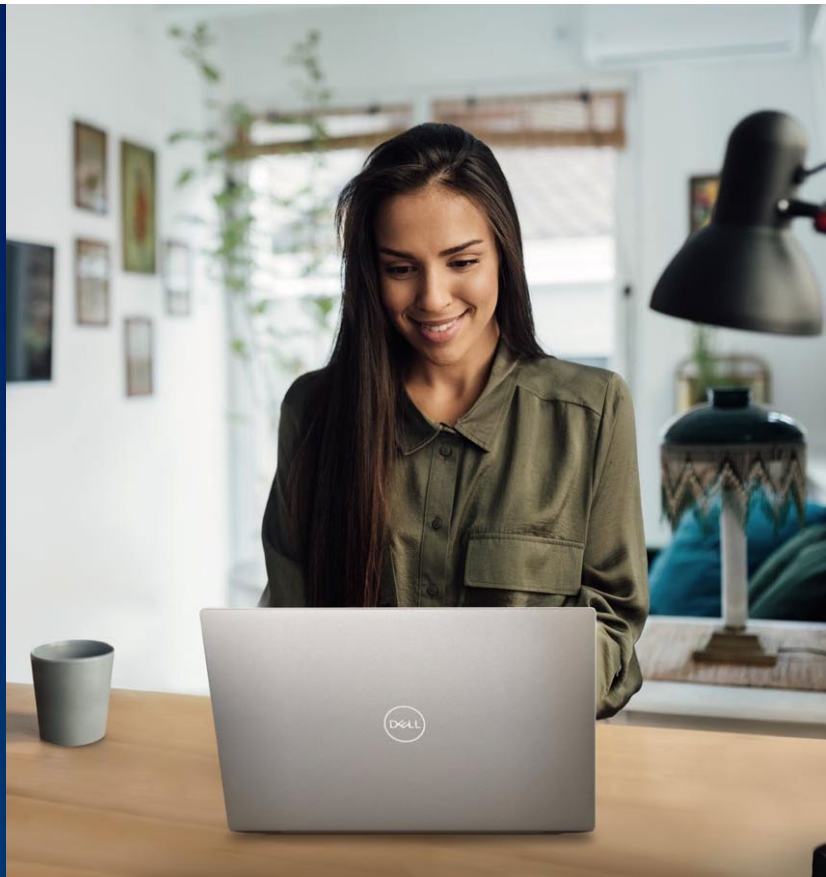
APIs to enhance your connectivity expectations

Build & deploy

Connect & manage

Get support

Retire your assets

Easily discover, flexibly integrate and securely consume our library of APIs to fit your business needs.

We provide APIs for:
- Proactive and Predictive Alerts
- Hardware Health Insights
- Security Scores
- Help Desk Integration
- Warranty Status
- Technical Support Requests
- Self-Dispatch Support Requests

D∕ELL Technologies

Over 1.8 Million Self-Dispatches every year

Build & deploy

Connect & manage

Get support

Retire your assets

Empower your support team to submit their own requests for replacement parts through Self-Dispatch and enjoy the time saved.

View, create and manage all service requests from your dashboard in TechDirect – including performance metrics for your technicians.

- Technicians must complete free training before being authorized to self-dispatch parts

- A single hub to manage requests & technicians

- Companies dispatching a high volume of parts can opt in to the labor reimbursement program

DELLTechnologies

TechDirect | Supported solutions

Technical Support and Self-Dispatch

Categories	Technical Support	Self-Dispatch
Laptops, PCs & Monitors	Alienware | Chromebook | Dell Printers | Docking Stations | Inspiron | Latitude | Monitors | OptiPlex | Precision (Mobile) | Precision (Fixed) | Tablets (Venue, Venue Pro, XPS, Latitude) | Vostro (Fixed) | Vostro (Mobile) | Wyse Thin Clients | XPS	
Servers	PowerEdge Rack (R Series) | PowerEdge Modular (M, MX, FX2 Series; VRTX) PowerEdge Tower (T Series) | PowerEdge FX2 | PowerEdge Cloud (C Series) Speciality / Industrial (XE/XR Series)* | EqualLogic (PS Series)	
Edge Computing	Embedded Box PCs 3000/5000 series | Gateways 3000/5000 Series	
Converged / Hyperconverged Infrastructure	VxFlex Ready Nodes | vSan Ready Nodes	
	XC Family	
Data Protection		
Data Storage	PowerVault ME/MD/NX/DR/DL/DX/Tape | SCv Series	
	SC Series | Legacy Compellent | Powerscale	
	PowerStore*	
Networking	Force10 | N-series | PowerConnect	
	SD-WAN / VEP | C, H, S, W, X, Z Series | KVM Switches	
Other	KACE	

Availability of products and service contracts may vary by market.
*For an enhanced support experience, visit Dell.com/Support.
*XE devices not supported at this time.

Supported products for Support and Services contracts vary by services plan.

DELLTechnologies

Simplified, modern refresh and recycle services

Build & deploy

Connect & manage

Get support

Retire your assets

More transparency and control with **Asset Recovery Services** in TechDirect:

- **Quick Appraisal**
  In just a few clicks, create appraisals to easily discover the value of your assets

- **Convenient control and insight**
  Schedule services, track orders and manage payments from anywhere

- **On-demand reporting**
  See what you want, how you want with instant access to customize and download reports

DELLTechnologies

What about ISG

D&LL Technologies

Portals for Dell IT infrastructure solutions

Customers can utilize all three self-service portals concurrently to manage and optimize their Dell solutions.

TechDirect & MyService360 dashboards are available <u>at no charge</u> after purchase of supported Dell solutions

Support & Services

TechDirect: Shift from maintenance to innovation
Supported products: Dell PCs, PowerEdge servers, eligible storage & networking

- Parts replacement, technical support & warranties
- Support, warranty, and self-dispatch into your IT help desk with TechDirect APIs
- Invitation-only collaboration on ProDeploy Infrastructure Suite projects (All infrastructure products)

MyService360: Services management and analytics for IT infrastructure
Supported products: Dell storage, data protection, converged & hyperconverged systems

- Services risk assessment & mitigation globally, by site or system
- Incidents, technical support, advisories, on-site services, contracts, code levels, connectivity & more
- Expertly manage evolving priorities with tailored analytics and rich data

Product

APEX AIOPs Infrastructure Observability (formerly CloudIQ):
Assure infrastructure integrity
Supported products: Dell server, storage, data protection, networking & hyperconverged systems

- Proactive issue resolution for system health, cybersecurity, capacity, and sustainability
- Provides predictive analytics and recommends actions for remediation
- Only available for products with ProSupport and ProSupport Plus services contracts

DELLTechnologies

Technology platform experience

Our services portals and connectivity software for enterprise customers

Deploy　　　　　　**Manage & support**　　　　　**Boost IT services health**

Next-gen consolidated connectivity solution – secure connect gateway 5.x technology

SupportAssist Enterprise: Retired July 31, 2022. *Secure Remote Services*:* EOSL on June 15, 2023 & full retirement on January 31, 2024.

[*EOSL info & exceptions](#)
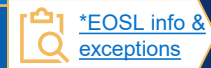
TechDirect experience

Current capabilities

[Supported products](#)

- ProDeploy Infrastructure
- Technical support | Parts self-dispatch | APIs

MyService360 experience

Current capabilities

[Supported products](#)
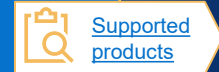
Incident Management

Service request | Escalations

On-site activities | Parts replaced

Install Base

Total assets | Code

Contracts | Connectivity

Health & Risk

Field change orders

Security & technical advisories

D∕∕LL Technologies

Dell Management Portal

DELLTechnologies

The Dell Management Portal

https://manage.dell.com
Landing Page

Dell Management Portal
Authenticated Home Page to
easily connect
with your TechDirect Services

Features: BIOS & App Management

DELLTechnologies
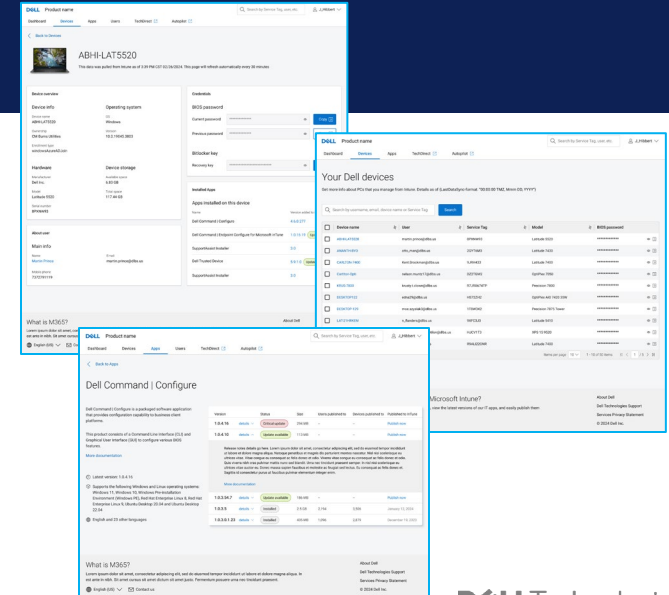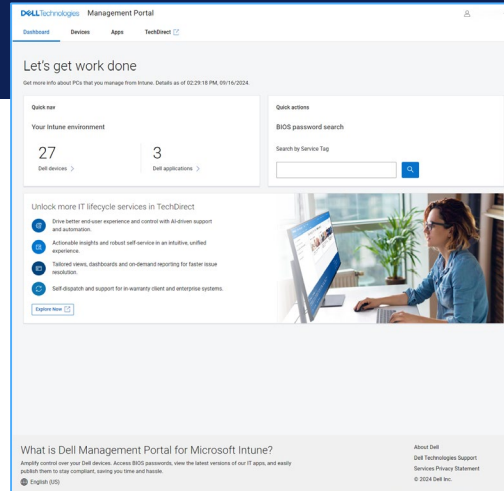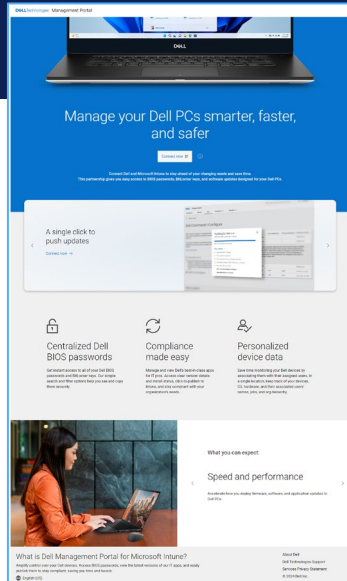
First Time Experience

It's easy to get started.

Landing Page
https://manage.dell.com
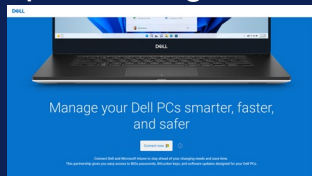
Connect

Connect now ⊞
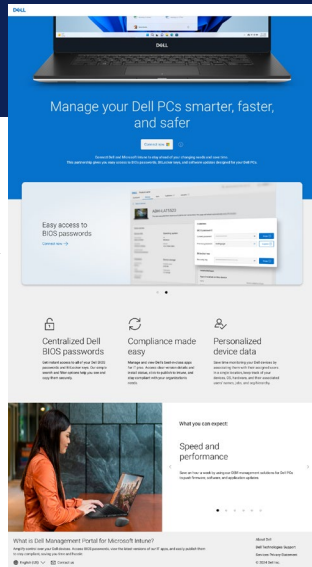
Access and Approve
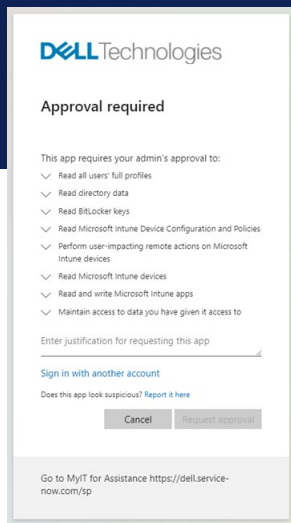
Dell Management Portal Authenticated Home Page to Easily Connect with your TechDirect Services
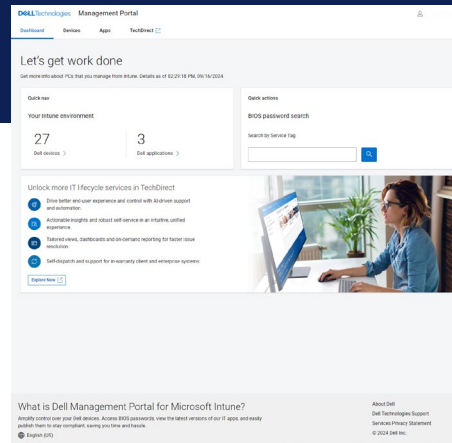
Coming Soon:
Link from Intune Partner Portal

DELLTechnologies
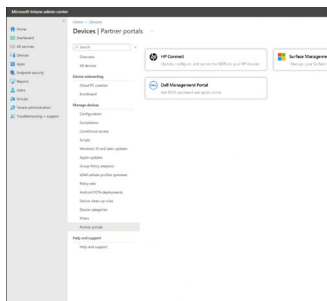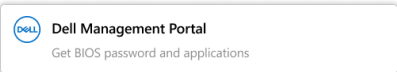
Bios Password Quick Access

Access a BIOs password quickly in one click from the management portal home page.
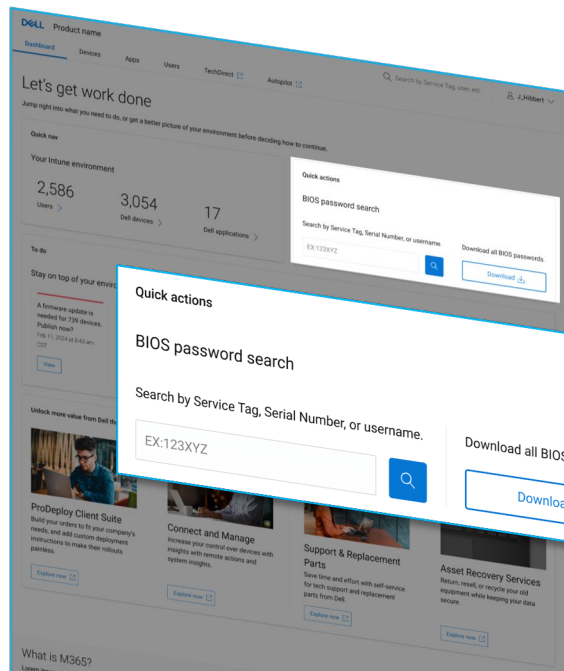
Bios Password Exploration

Browse and reveal BIOs passwords easily in your list of devices.
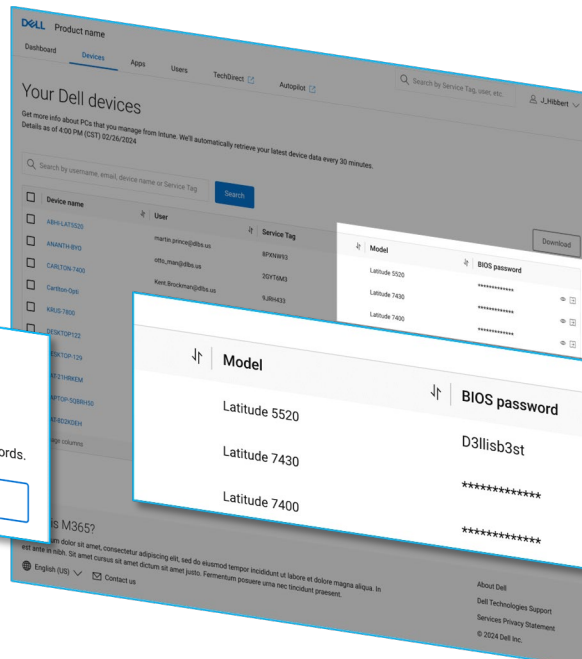
Past Bios Password Access

Quickly reveal past BIOs passwords and BitLocker keys.
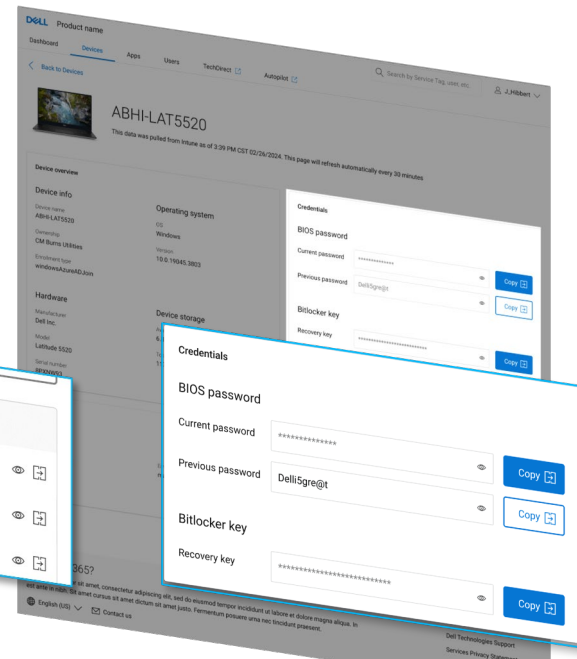
Feature: BIOS Access Capabilities

The Dell Management Portal brings some unique capabilities to Intune users.

Access To Dell Application Catalogs

Instantly have access to a catalog of unique Dell applications, including **SupportAssist for Business PCs**.

Explore Valuable Application Information

Application descriptions and version release notes.

Instant App Publishing

Publish unique Dell applications instantly to Intune with one click.

Feature: Dell Application Access and Publishing

The Dell Management Portal brings some unique capabilities to Intune users.

Customer Stories

DELL Technologies

PHOENIX PXU UNION

Automated PC support helps Phoenix-area students make the grade

Phoenix Union High School District counts on Dell Technologies to ensure students have a productive digital learning experience.

Organization: Phoenix Union | Industry: Primary & Secondary Education | Country: United States | Website: https://www.pxu.org/

Business needs

When Phoenix Union embraced digital transformation, the transition tripled the number of laptops, desktops and workstations the district uses. ProSupport Plus lets the district efficiently automate and provide remote support for all of its digital devices, while minimizing stress and disruptions for students, faculty, staff and the IT team.

Solutions at a glance

- ProSupport Plus for PCs
- TechDirect
- SupportAssist

Business results

- Keeps students, faculty and staff productive with minimal device downtime.
- Reduces time needed to handle repairs or replacements by half.
- Speeds ordering of new parts from hours to minutes.
- Supports triple the number of devices with no increase in staff.
- Allows proactive rather than reactive response to the district's IT needs.

*"We use the TechDirect portal to self-dispatch parts, and **it's cut the time in half** that our techs spend repairing devices."*

- Amy Remfrey Director of Technology Support, PXU

DELLTechnologies

Aligning on sustainable asset retirement and the journey toward circular IT practices

Developed a consistent worldwide process for managing IT assets.

Increased circularity by extending useful life of IT assets.

Earned value back by adopting a circular strategy for retiring equipment.

"Dell Asset Recovery Services has harmonized the entire IT asset cycle for Alfa Laval. Now, we manage our e-waste by handling our used IT equipment in a simple, secure, responsible and sustainable way."

Roger Bengtsson, Head of Platform Development and Operations
Alfa Laval

Powered by:

- Dell Asset Recovery Services
- Dell TechDirect

DELLTechnologies

Keeping IT and end users happy and productive with Techdirect

Reduced employee device downtime by 50% with self-dispatch and certification trainings

Business needs

As a multinational technology conglomerate, our IT team is very happy using TechDirect and we save a good amount of time, keeping IT staff free for more strategic needs and end-users up and running.

Solutions at a glance

- TechDirect

- Self-Dispatch in TechDirect

- Certifications and Training in TechDirect

Business results

- Improved staff productivity with support ticket turnaround time down 50%

- Internal tech support saving 30% of time per self-dispatch

- All team members are "Dell Certified" to use self-dispatch

- Newly added team members easily access trainings

DELLTechnologies

Global law firm reaches industry pinnacle

Boosts the security and reliability of systems and applications

Business needs

Baker Botts needed to address concerns raised by the slow, unreliable performance of its disparate legacy technologies and help attorneys and staff across its global operation work more productively.

Solutions at a glance

- Dell Technologies Managed Services
- ProSupport Plus for PCs
- Dell TechDirect
- Dell Latitude laptops and 2-in-1s
- Dell UltraSharp U2419HC monitor

Business results

- Enables 75% cuts in software licensing costs.
- Contributes to revenue growth and increased competitiveness.
- Offloads everyday IT management, freeing internal IT for high-value assignments.
- Adds countless hours of productive time.
- Enhances productivity and IT service levels for attorneys and staff.

DELLTechnologies

NATURAL HISTORY MUSEUM

Device management transformation for today's workplace

Reduced management costs by one redeployed FTE

Business needs

The Natural History Museum wanted to modernise the way it managed refresh cycles for its 1,400 client devices. Many were ageing and costs were increasing. By adopting Dell Technologies PC as a Service, the museum transformed processes, simplifying lifecycle management and optimising expenses whilst aligning IT disposal with sustainability goals.

Solutions at a glance

- Dell Technologies PC as a Service (PCaaS)
- Dell OptiPlex, Precision and Latitude
- ProDeploy Client Suite
- ProSupport Suite for PCs
- Asset Recovery Services
- Dell Financial Services

Business results

- Improved staff productivity with support tickets down 75%
- Simplified lifecycle management, including asset recovery
- Protected cash flow liquidity with flexible payments
- Freed up time for strategic IT tasks
- Helped align IT with museum's sustainability strategy

DELLTechnologies

Resources

D&LL Technologies

Resources for TechDirect

Dell.com/TechDirect

Pillar Page

Portal Login: TechDirect.Dell.com

Sales Portal: TechDirect

Getting Started Guides

Getting Started Connect & Manage with TechDirect

Getting Started Asset Recovery Services with TechDirect

Onboarding Partners At-A-Glance with SupportAssist

Getting started with ProDeploy Infrastructure in TechDirect

Getting started with connectivity in the datacenter

PC Management APIs

Getting Started with Data Erase

More with TechDirect

Learn about how SupportAssist securely manages data

Review Technical Documentation

SupportAssist for Business PCs

Connect to SupportAssist in TechDirect

Interactive Simulator

Demo Center

D&LL Technologies