

TechDirect



Experience
up to a

90%
boost in IT staff
productivity*

Empowering IT experts through online self-service

You can manage your technology and staff training from one place, with the click of a mouse.

IDC research has found roughly 80% of IT time is spent on routine operations and support.** That's right, 80%. Take back your work day with TechDirect – the online portal that allows you to support your technology and manage IT staff training.

This tool eases the management burden by providing 24x7 access to your account from one, centralized location. Within TechDirect you can request technical support, self-dispatch replacement parts, receive SupportAssist alerts on PCs and tablets, access Dell Certification for staff training and integrate TechDirect functionality directly into your help desk with APIs.

Join the over 10,000 companies that choose TechDirect and register today.

Getting Started

1

Visit
techdirect.com
and click
Register

2

Provide
contact
information
and accept
terms of use

3

Select the
Dashboard
gadget
you would
like to use

New Features

- View TechDirect on your mobile device with the sites **new responsive design**
- Enroll and then join your company's existing account using the **Join feature**
- Add customizable **Quick Actions** shortcuts to your Dashboard
- Find answers to your questions in the **Info Center**
- Structure your account in the way that works best for you with **flexible user profiles**

Designed by our **experts** for yours, TechDirect makes your work day **easier** by giving you **insights** into your management and staff training activities.

✓ Ease

- Single, centralized online account
- Global 24x7 availability
- User grouping for efficient workflow
- SupportAssist enabled auto-dispatching

📊 Insights

- Administrator user role with account-wide visibility
- Self-dispatch performance status
- Message Center account communications
- Exportable activity reports
- Progress tracking for Dell Certification competency

Service Tag	Alert Number	Alert Type	Create Timestamp	Last Activity Timestamp	Status	Owner	Actions
15N7L32	91641582	Technical Support*	5/26/2015 11:51 AM	5/26/2015 11:51 AM	Submit failed		...
18KA12	90719235	Dispatch	2/18/2015 11:50 AM	6/12/2015 6:43 AM	Assigned	Demo, Dell	...
5LGI24J	90719362	Dispatch	2/18/2015 11:52 AM	1/5/2016 11:49 AM	Submit failed		...
87J721	90781529	Technical Support*	2/25/2015 4:51 PM	2/25/2015 4:51 PM	Submit failed		...
87J721	907814028	Dispatch	2/25/2015 6:05 PM	5/22/2016 7:37 PM	Assigned	Demo, Dell	...
8H505X1	91248165	Dispatch*	6/13/2015 3:20 PM	6/25/2015 6:15 AM	Submit failed	Demo, Dell	...

Centralize PC and tablet support with TechDirect's SupportAssist functionality

For an enhanced end-to-end support experience, use [SupportAssist](#) with TechDirect. The SupportAssist technology enables proactive health checks, resolution and predictive analysis. Designed to simplify troubleshooting routines and accelerate time to resolution, SupportAssist will help you get ahead of issues before they become problems.



“I’m given access to everything I need to provide the best possible services at my organization. Dell TechDirect is the best support experience I’ve had to date.”

Reuben Mahar
Desktop Support Specialist
Lincoln County Healthcare
MaineHealth, USA

Visit TechDirect.com for more information and to register. For questions, email Dell_TechDirect@Dell.com.

*Claim made by Host Europe. 90% boost in IT staff productivity was seen through bypassing phone-based ticket management. Read [full story](#).
 **Source is IDC Converged and Integrated Systems End-User Survey (N=308), July 2013.