Take control of all your assets with TechDirect

View issues with your distributed fleet all in one centralized workspace. See all potential issues in the cloud. TechDirect lets you assess and analyze all your computing and infrastructure assets there. Don't waste time repeating tasks to focus on what matters.

Never miss a beat when it comes to avoiding downtime

Proactively ensure that employees avoid computer hassles and lost productivity using Dell's TechDirect. Keep all assets up and running. Mitigate any downtime before it occurs. Dell's Intelligence's insights let you efficiently and cost-effectively resolve issues.

[productivity]

- Increase productivity and reduce workforce downtime
- Get notified of issues and fix them for all affected assets

[fleet]

- Reduce time spent on duplicated effort around similar issues
- Organize assets in one place to match business realities

[de-risk]

- Increase effective collaboration and communication between IT and end users
- Use Dell Intelligence to make the right call with confidence

Keep all cylinders firing and all users productive

Make sure your users don't lose precious time with computing issues. TechDirect alerts you to issues, sometimes before users can report them. It analyzes them so you know exactly what you needs to do.

Not only does it help you diagnose and fix one problem, you can also see and resolve many related issues across your asset fleet.

Get a bird's eye view of a fluid and dispersed fleet

Say goodbye to weekly tracking. Take control of all your fleet assets, wherever they are. You can also see a continually updating inventory of them and reorganize them on the fly to reflect working realities

See and scan assets to see real time status. Immediately identify potential issues that can be readily prevented. You can also determine when it makes sense to replace assets or when software updates or rollbacks will do the trick.

See around corners when making decisions:

Make more confident decisions faster. You can see all the relevant data to assist you making important decisions. This includes what it took to address previous issue and impact simulations for any current action.

You can identify the best time to roll out updates or adding to an existing warranty. TechDirect gives you the information to understand the true impact of any action. It makes the best decision clear.

Scenario 1

Issue card:

TechDirect notifies you that a recent Adobe update that doesn't meet security requirements.

PCs rollbacks to ensure compliance

Security is a top priority and risk for IT. TechDirect regularly checks to ensure that no security risks exist in the corporate ecosystems.

1. In this case, it identifies an update to Adobe Acrobat as a potential risk

2. TechDirect notifies Arthur of 201 PCs with a potential security vulnerability. Instead of chasing details, he can see all PCs affected at a glance.

3. Arthur can then roll back all 201 PCs to their previous state.

He can simply view the issue detail page and see a table of PCs that are at risk from the new version of Acrobat. There, he has the option to rollback the PC software to an earlier state.

TechDirect then notifies Arthur of when the roll-back has been pushed to all 201 PCs.

Insights

Arthur can use historical data and Dell's collective expertise and insights to aid him in his decision.

He can easily see how long the last rollbacks took and then assess potential impacts before pushing the button to make the changes.

Scenario 2

Issue Card:

TechDirect notifies you that server scans have not run in over 60 days on 16 servers.

Running late server scans

TechDirect notifies you that important server Scans have not run on 16 servers in over 60 days.

Timely server diagnostic scans are critical. They ensure uninterrupted and optimal uptime of critical assets. Without TechDirect, an admin would have to check each server to see if they are online or if they are having issues. Then, she'd have to decide if everything was OK.

1. Farah logs into TechDirect and sees an alert that 16 servers have not run diagnostics in more than 60 days.

2. The issue detail page shows her the policy that server scans to occur every 30 days.

3. She also sees the affected servers and their connection and usage status (in this case 23 - 41%).

4. Farah sees enough details to decide to go ahead with scanning the servers to keep them current.

5. She "pushes the button" to the diagnostics immediately from there.

Insights

Farah can quickly decide on the right time to make the necessary scans based on the real-time usage insight provided to her from TechDirect.

She determines that scanning the servers won't negatively impact overall performance. So, she can push the button and let the scans go.

Scenario 3

Issue card:

TechDirect notifies Arthur that Jose's PC has crashed four times in last 24 hours.

PC experiencing multiple crashes

Near continuous operation is essential to ensure productivity for end users. When a PC crashes many times in short succession, a user's effectiveness crashes with it. TechDirect lets you asses which assets are nearing the end of their lifecycle and begin the decommissioning process.

Normally, Arthur would have to run a set of diagnostics manually on the PC to determine the problem. If that did not yield a solution, he'd have to then look up the PC's information to see where it is in its lifespan before setting Jose up with a replacement.

RUBICON **CX**

1. Arthur receives a notification of an unstable PC when logging into TechDirect. Jose's computer has crashed four times in 24 hours.

2. Arthur views the alert detail page. This shows him details about Jose's PC: usage data, system information (RAM, processor speed, and so on), and system age.

3. Arthur sees that the PC is near the end of its life and is set to be replaced within a few weeks.

4. He can then look for an inventory match for a replacement PC, and start the replacement process.

5. He can also examine PCs that share the same characteristics as Jose's and make the appropriate steps.

Insights

Arthur sees details about the PC in question that places it in context with the cumulative trend. He can group related issues and assets to see them as a whole within the larger ecosystem. He can then act accordingly based on the details presented:

-   Warranty date (nearing end of warranty)

-   Battery or hardware end-of-life date

-   Issue severity

-   Company information (geography or department)