SupportAssist for Business PCs

September 2024

DELLTechnologies

Forrester
What do IT leaders want
from IT services providers?

76%
Want automated support tools & technologies that free up IT staff for innovation & strategic initiatives

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Have you met SupportAssist?

SupportAssist is our connectivity technology that uses AI and ML to keep PCs running like new, anytime and anywhere.

Stay in control of better PC experiences with:

- A library of scripts to automate tasks and **remediate issues across the fleet**
- Fleetwide **proactive and predictive** issue detection and resolution capabilities
- Quick **analysis** of PC health, application experience and security scores
- Latest **BIOS, driver and firmware updates**
- **24/7 support**
- Additional **protection from viruses and malware**

You have the option to manage a single PC or your entire fleet.

Doll ProSupport Suite for PCs

	Basic	ProSupport	**ProSupport Plus**	ProSupport Flex
Self-healing automations *via SupportAssist AI technology*				
Library of Dell-authored scripts to automate tasks and remediate issues			✓	✓
Automated PC optimizations			✓	✓
Custom catalogs for remote BIOS, driver and firmware updates			✓	✓
Proactive monitoring *via SupportAssist AI technology*				
Customizable dashboard in TechDirect portal	✓	✓	✓	✓
Fleetwide view of security, health and application experience scores	✓	✓	✓	✓
Proactive and predictive hardware alerts with auto dispatch		✓	✓	✓
System-level performance and utilization metrics		✓	✓	✓
BIOS, driver, firmware and application version tracking for compliance		✓	✓	✓
PC inventory with sites and grouping for asset management		✓	✓	✓
Support essentials				
Technical support with AI-driven troubleshooting tools	Business hours only	24x7	24x7	24x7
In-region ProSupport expert assistance for hardware and software issues		✓	Priority access	✓
Next business day onsite repair[1]		✓	✓	✓
International travel support	✓	✓	✓	✓
Service Account Manager			500 system minimum	✓
Keep Your Hard Drive Service			✓	Optional
Accidental damage coverage[2]			✓	Optional
Extended Battery Service			Optional	Optional
Term-based subscription			US and Canada	US and Canada

Automate and save time with ProSupport Plus for PCs

Save up to

641 hours

of admin time per year on recurring tasks for a 1,000-device fleet*

*vs. a manual approach, based on data extrapolated from hands-on testing

Initiate device driver and firmware updates to the entire fleet in

as little as

37 seconds

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Experience the lifecycle of TechDirect

Today's Focus

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

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.

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
- Secure Connect Gateway
- ProSupport Infrastructure Suite
- Data Erase

SUPPORT

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.

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Why TechDirect?

More than a decade of self-service online support with 536K support requests & 1.6 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.

86M+

million devices connected to **SupportAssist**, globally.[2]

Trusted by **214K enrolled companies** and **22K 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.

[1]Based on an internal analysis of Dell Technologies portal data including support requests, self-dispatches and users as of January 2024

[2]Based on an internal analysis of Dell Technologies connectivity and portal technologies for client systems as of January 2024

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Privacy and security are paramount

SupportAssist only collects the information needed to resolve issues and keeps it 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 alerts in SupportAssist **can review the information collected here.**

Information is **safe during transport & 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 **how SupportAssist securely monitors your environment ›**

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SupportAssist capabilities

Self-healing automations and proactive monitoring

| Features	Description
Library of Dell-authored scripts to automate tasks and remediate issues	Choose from a list of scripts to detect and fix problems, such as blue screen errors and more.
Automated PC optimizations	Perform automatic software optimizations to clean files, boost performance, optimize networks, and remove viruses and malware
Custom catalogs for remote BIOS, driver and firmware updates	Generate update catalogs with your specs and deploy remotely from TechDirect portal.
Customizable dashboard in TechDirect portal	View in-depth details and trends in an easy format that you can adjust based on your needs.
Fleetwide view of security, health and application experience scores	See a security risk assessment, performance health, and crash analysis for OS and applications.
Proactive and predictive hardware alerts with auto dispatch	Get proactive alerts that automatically detect issues and create a support case. Go a step further with predictive, AI-powered alerts that resolve detected issues by identifying the proper replacement part and shipping it to you.
System-level performance and utilization metrics	Monitor hardware and software utilization, device stability, device age, and security details of individual devices.
BIOS, driver, firmware and application version tracking for compliance	See version data and details for organizational compliance-related needs.
PC inventory with sites and grouping for asset management	Organize your fleet for easy tracking.
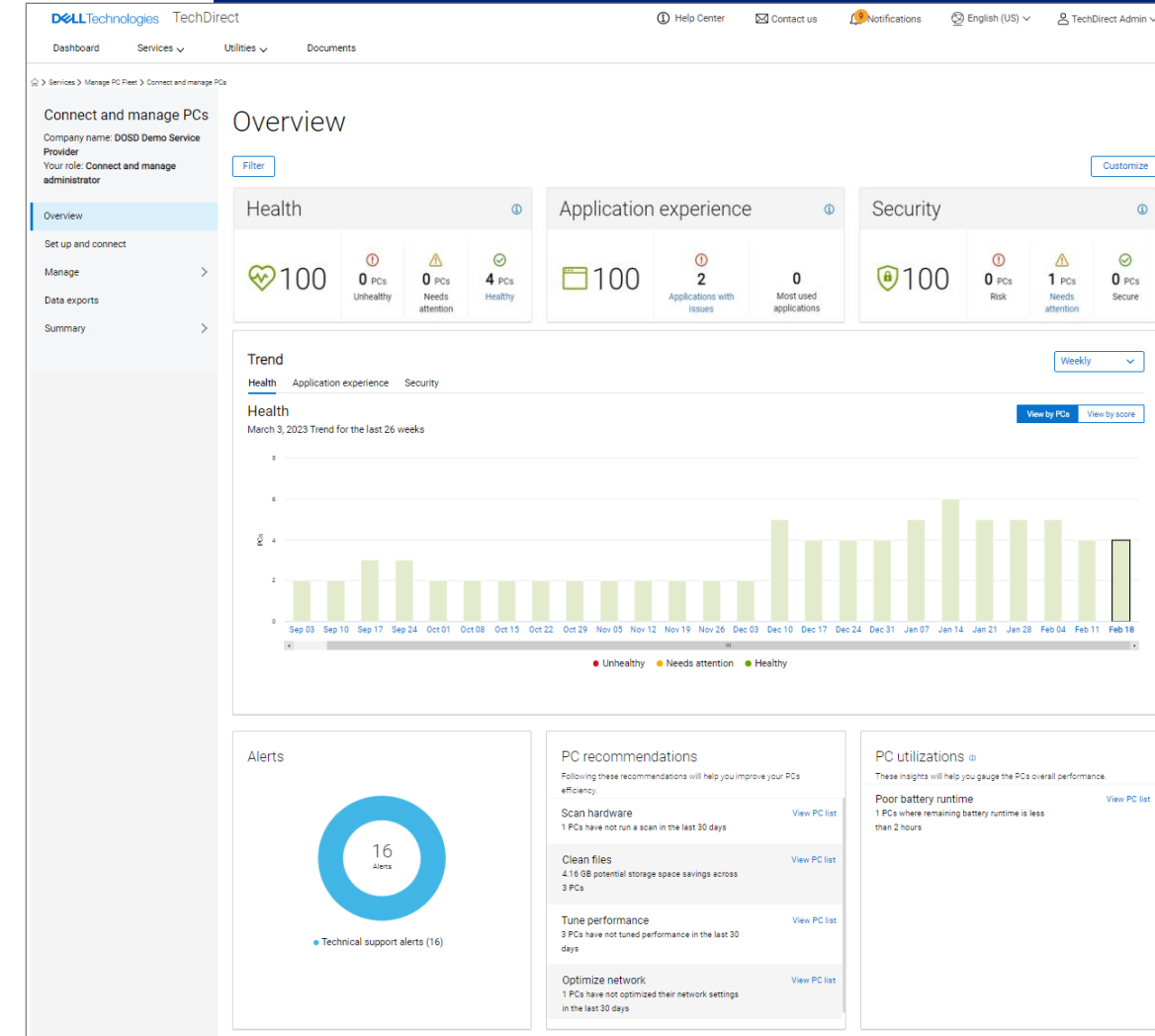
Connect and manage PCs

Overview dashboard – Health, Application experience, Security, and PC recommendations

Understanding your dashboard:

1. Scores, trends and recommendations have different timetables - most recent available data, daily/weekly or 30-day snapshots.

2. For security scores, you must enable Dell Trusted Device in your deployment package.

3. Health, Application, and Security telemetry data appears when…

   - SupportAssist is successfully configured & deployed to send back data
   - PC is connected to the internet
   - PC is on with active user
   - Active basic service plan or above

4. PC Recommendations appear when...

   - Same criteria as telemetry data above
   - Scans run based off your configuration preferences
   - PC must be plugged in or battery greater than 50%
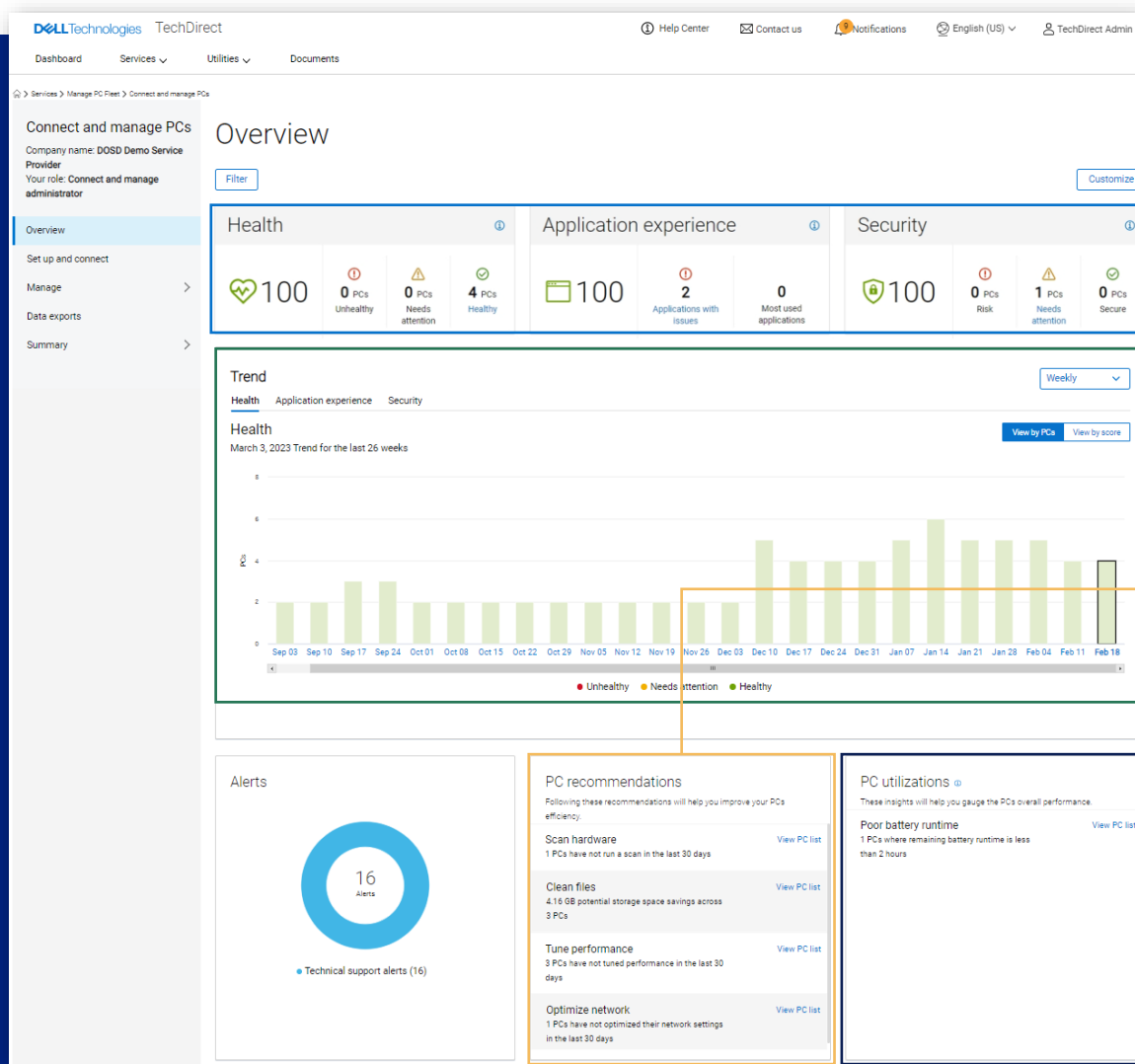
Scores are calculated off the most recent available telemetry data. Typically, within 24-48 hours.

Trend data is available in a daily or weekly view.

PC Recommendations are given in 30-day increments.

PC Utilizations parameters are off the most recent weekly available data.

Dashboard screenshot

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Help Center | Contact us | Notifications | English (US) | TechDirect Admin

Dashboard | Services | Utilities | Documents

Services > Manage PC Fleet > Connect and manage PCs

Connect and manage PCs
Company name: DOSD Demo Service Provider
Your role: Connect and manage administrator

- Overview
- Set up and connect
- Manage
- Data exports
- Summary

Overview Filter   Customize

Health 100 — 0 PCs Unhealthy | 0 PCs Needs attention | 4 PCs Healthy

Application experience 100 — 2 Applications with issues | 0 Most used applications

Security 100 — 0 PCs Risk | 1 PCs Needs attention | 0 PCs Secure

Trend (Weekly)
Health | Application experience | Security

Health
March 3, 2023 Trend for the last 26 weeks   View by PCs | View by score

Sep 03 Sep 10 Sep 17 Sep 24 Oct 01 Oct 08 Oct 15 Oct 22 Oct 29 Nov 05 Nov 12 Nov 19 Nov 26 Dec 03 Dec 10 Dec 17 Dec 24 Dec 31 Jan 07 Jan 14 Jan 21 Jan 28 Feb 04 Feb 11 Feb 18

• Unhealthy • Needs attention • Healthy

Alerts 16 Alerts
• Technical support alerts (16)

PC recommendations
Following these recommendations will help you improve your PCs efficiency.

- Scan hardware — 1 PCs have not run a scan in the last 30 days — View PC list
- Clean files — 4.16 GB potential storage space savings across 3 PCs — View PC list
- Tune performance — 3 PCs have not tuned performance in the last 30 days — View PC list
- Optimize network — 1 PCs have not optimized their network settings in the last 30 days — View PC list

PC utilizations
These insights will help you gauge the PCs overall performance.

- Poor battery runtime — 1 PCs where remaining battery runtime is less than 2 hours — View PC list

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View connected Dell monitors & docks

Visibility into your connected Dell monitors, docks and docking stations

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Resources now in the UI

We've compiled our resources into one place. Find our Resources tab at the bottom of your Connect and manage navigation.
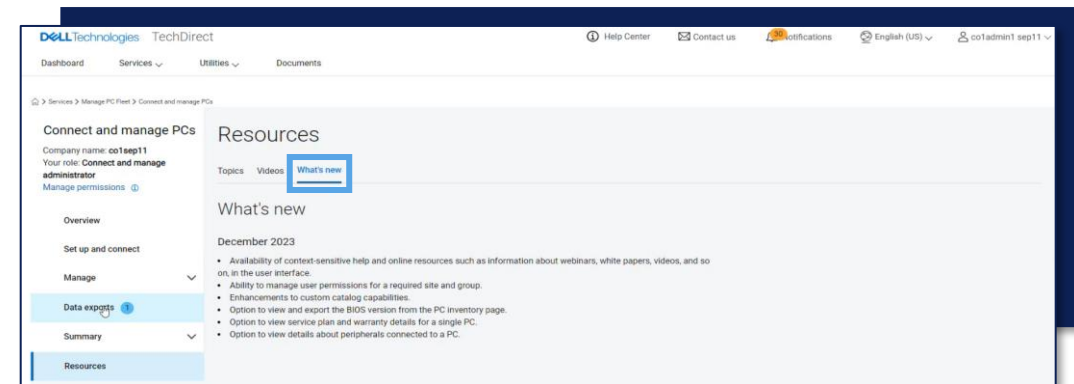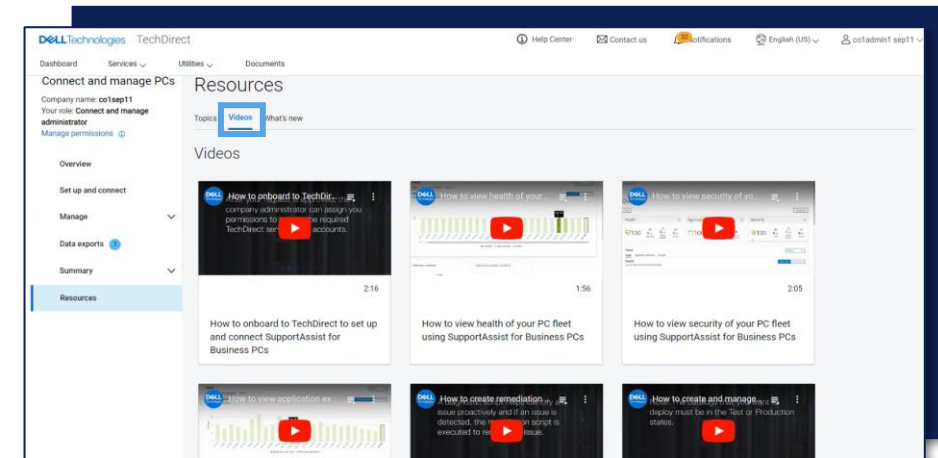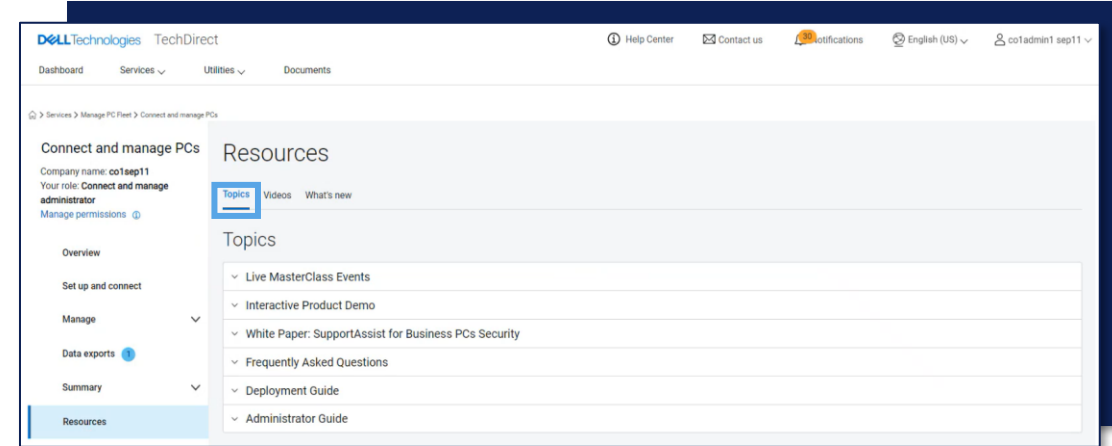
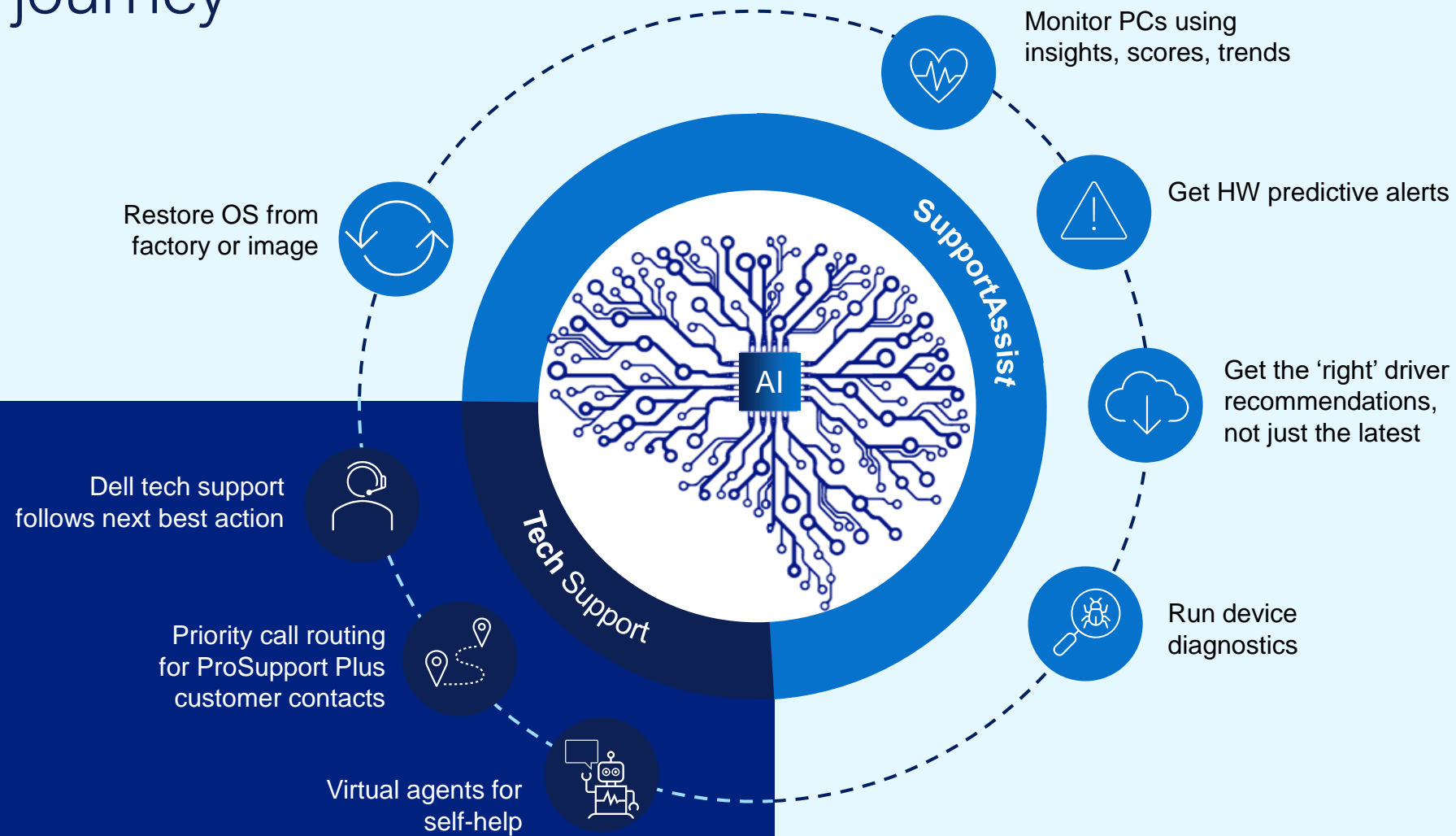| **Topics**	**Videos**	**What's new**
Webinars Product Demo White Paper FAQs Technical Guides	How-tos	View the latest release information - enhancements, new features and fixes

AI permeates Dell PC support journey

Monitor PCs using insights, scores, trends

Get HW predictive alerts

Get the 'right' driver recommendations, not just the latest

Run device diagnostics

Restore OS from factory or image

SupportAssist

Tech Support

AI

Dell tech support follows next best action

Priority call routing for ProSupport Plus customer contacts

Virtual agents for self-help

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Understanding **Proactive** and **Predictive** Alerts

Faster issue resolution using AI and ML

Proactive

Fault occurs and SupportAssist **automatically** starts the support process

Hard drive failures

Batteries

Memory

Internal cables

Thermal sensors/fans

Solid state drives (SSD)

Video cards

Predictive

SupportAssist telemetry **predicts an issue before the fault occurs** and **automatically** starts the process to resolve

Hard drives

Batteries

Solid state drives (SSD)

*Proactive and predictive capabilities depend upon your active service plan and Dell Technologies business rules.

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Fewer steps to PC issue resolution
with proactive and predictive capabilities

Automated **predictive** support with ProSupport, ProSupport Plus and ProSupport Flex service plans

Predict Issue — Auto case creation — Dell contacts customer — **Failure Prevented**

Automated **proactive** support with ProSupport, ProSupport Plus and ProSupport Flex

Fault Occurs — Auto case creation — Dell contacts customer
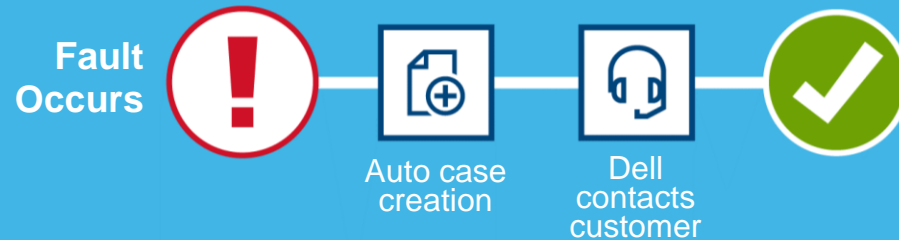
Traditional **manual** support

Customer contacts Dell — Verify service contract — Manual case creation — Gather system state data — Troubleshoot — **Resolved**

Organizing by sites and groups

A critical piece to your SupportAssist journey

Sites

A site is an entity that contains one or more groups to which PCs can be associated. Sites help in configuring unique preferences for your PCs in a group and managing your PC fleet.

Groups

A group is a logical entity of PCs within a site in which PCs are associated and have their own unique preferences.

Before you get started, some things to consider:

- How is your environment set up?

- How many IT departments to do you have?

- How many locations do you have (buildings/IT departments)? Are you spread across multiple regions?

- Will you group by geographical location or product model?

- How many TechDirect administrators and technicians do you have?

- Which deployment method will you use? (SCCM, Intune, Active Directory (AD) …)

- If there is a parts dispatch, where should it be routed?

- Does your IT department have specific criteria on how to push software updates?

Resources

For a deeper understanding on sites and groups, leverage our frequently asked questions.

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Example of sites and groups

Site Texas		
Group 1 Austin	**Group 2** Houston	**Group 3** Dallas
PC #1	PC #1	PC #1
PC #2	PC #2	PC #2
PC #3	PC #3	

A PC can be moved from group to group within the same site.

Site China	
Group 1 Beijing	**Group 2** Shanghai
PC #1	PC #1
PC #2	PC #2
	PC #3

A PC cannot be moved from group to group under two different sites.

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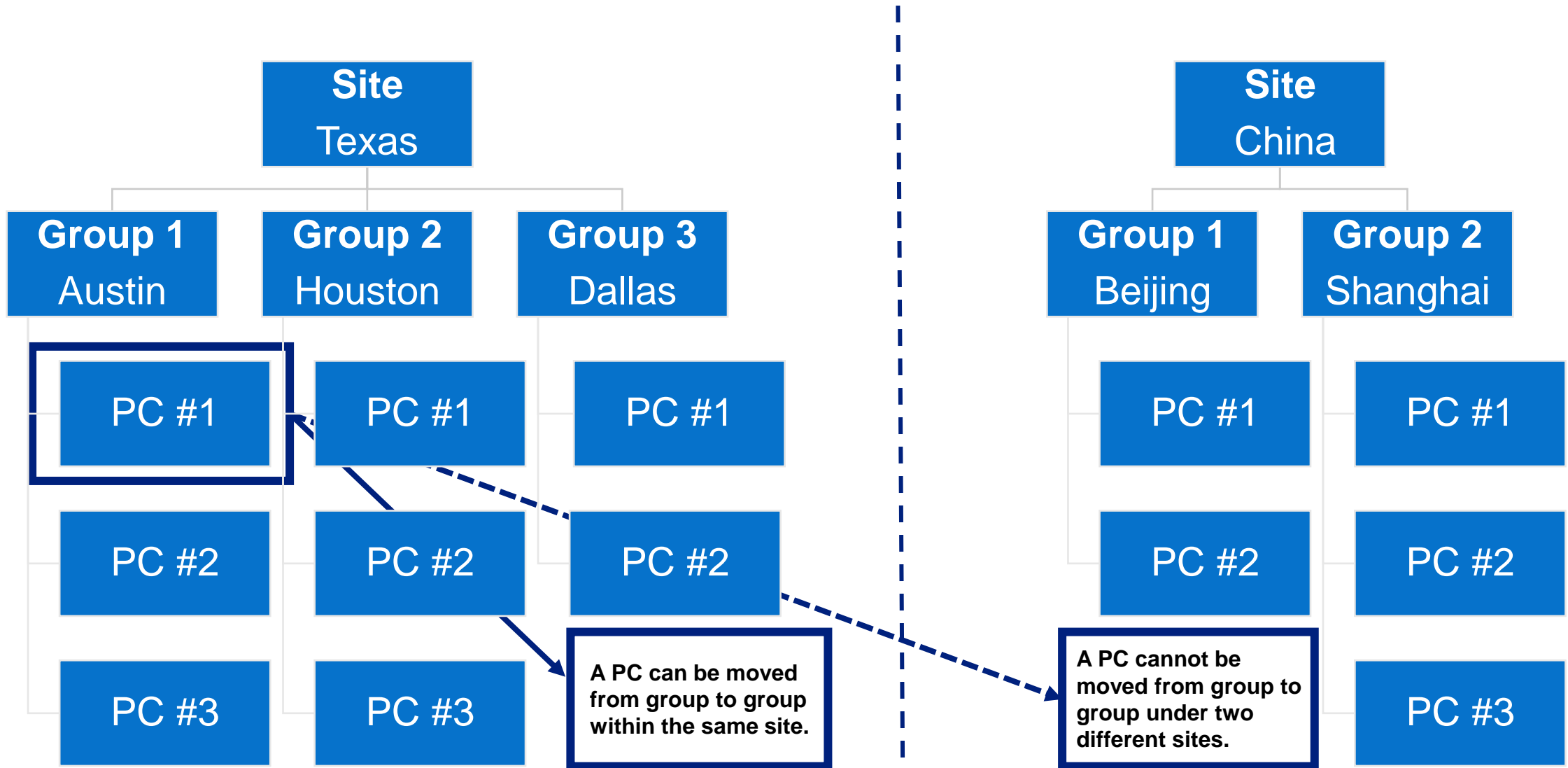
Configuring SupportAssist

Customize SupportAssist behavior for your PC fleet

What is configuration?

Selecting and customizing your preferences to choose how SupportAssist will operate on your PCs. Understanding each setting will guide your decisions.

Why does it matter?

Your configuration choices impact how SupportAssist performs.

Examples:

- When do you want your scheduled scans to run?
- Enable automatic software upgrades?
- Enable end-users to interact with SupportAssist on their PC?

Can I change my mind?

Yes! You can modify choices anytime for near real-time PC updates. No need to redeploy.

Is there a guide?

In the upcoming slides, we'll explore each option's purpose, benefits, and success tips.

For more information refer to our deployment guide and FAQs.

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Configuring SupportAssist contd.

General settings

Overview

When configuring SupportAssist, you have two options: preselected default settings or custom configuration. Our defaults include collections, scans, optimizations, and more for optimal performance. By unchecking defaults, you can tailor your preferences. You're in control!

Default Preferences - why choose this option?

For customers who prefer not to customize their configuration, the default option is designed for optimal SupportAssist performance. Note - it doesn't allow end-users to interact with the user interface; instead, all feature capabilities, insights data, and actions flow into your TechDirect dashboard.

General preferences:

- **Auto update SupportAssist** – keep SupportAssist up to date.

- **Include software information in collected data** – include information about installed applications, drivers, and operating system updates with system data collectors.

- **Include identification information** – include information about IP address, MAC address, and hostname with system data collections.

- **Include smart PC update recommendations** – smart PC recommendations, based on Dell's data science models, help you identify the right updates for your PC to keep it running at its best. This setting is applicable if you are managing PC updates through Dell recommended updates.

Configure preferences

Windows

☐ Use default preferences.

To review or modify system settings, you can uncheck the default preferences and expand the tabs below to access additional settings.

⌄ General

Note: Scheduled scans run automatically. Before running, users will be prompted with options to defer or to avoid disruption. If a user does not defer or cancel a scheduled scan, it will run automatically in the background.

☑ Auto update SupportAssist ⓘ

Note: Automatically install updates for SupportAssist. For PCs running SupportAssist v3.3 or higher, we'll also update the .NET Desktop Runtime to a compatible version, when needed.

☑ Include software information in collected data ⓘ

☑ Include identification information ⓘ

☑ Include smart PC update recommendations ⓘ

› Schedule scans and optimizations ⓘ

› User interaction (Only for end-users) ⓘ

› Remote actions (Only for Connect and manage users)

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Configuring SupportAssist contd.

Schedule scans and optimizations

Overview

Scheduled scans run automatically. Users receive prompts to defer to avoid disruption. If not deferred or canceled, scans run in the background..

Schedule scan and optimizations

- **Schedule your scans and optimizations** – Perform automated scans to detect driver updates, hardware issues, and required system optimizations.

  - **Drivers & downloads scan** – Select desired frequency: weekly vs. monthly

  - **Hardware scan** – You can skip resource-intensive tests and select either weekly or monthly scans. For details on the hardware and software data collected from connected PCs, click here.

  - **Run system optimization scans** – You can customize optimizations and set their frequency. The virus and malware removal feature is exclusive to ProSupport Plus or ProSupport Flex systems. For details on clean files, tune performance, optimize network, and remove virus & malware functions, click here.

  - **Automatic system optimizations –** Enable automatic system optimizations for systems with an active ProSupport Plus or ProSupport Flex service plan. These optimizations occur silently in the background. If not enabled, you can manually address recommended optimizations in each category via the recommendations tab.

- **Time range** – Scheduled scans can run during a specific time range. When choosing your time range, keep in mind the PC-state requirements for successful scan functionality as detailed on slide 43.

- **Run scans in background** – When background scans run, they operate silently, without displaying a scan window on the end-user's PC.

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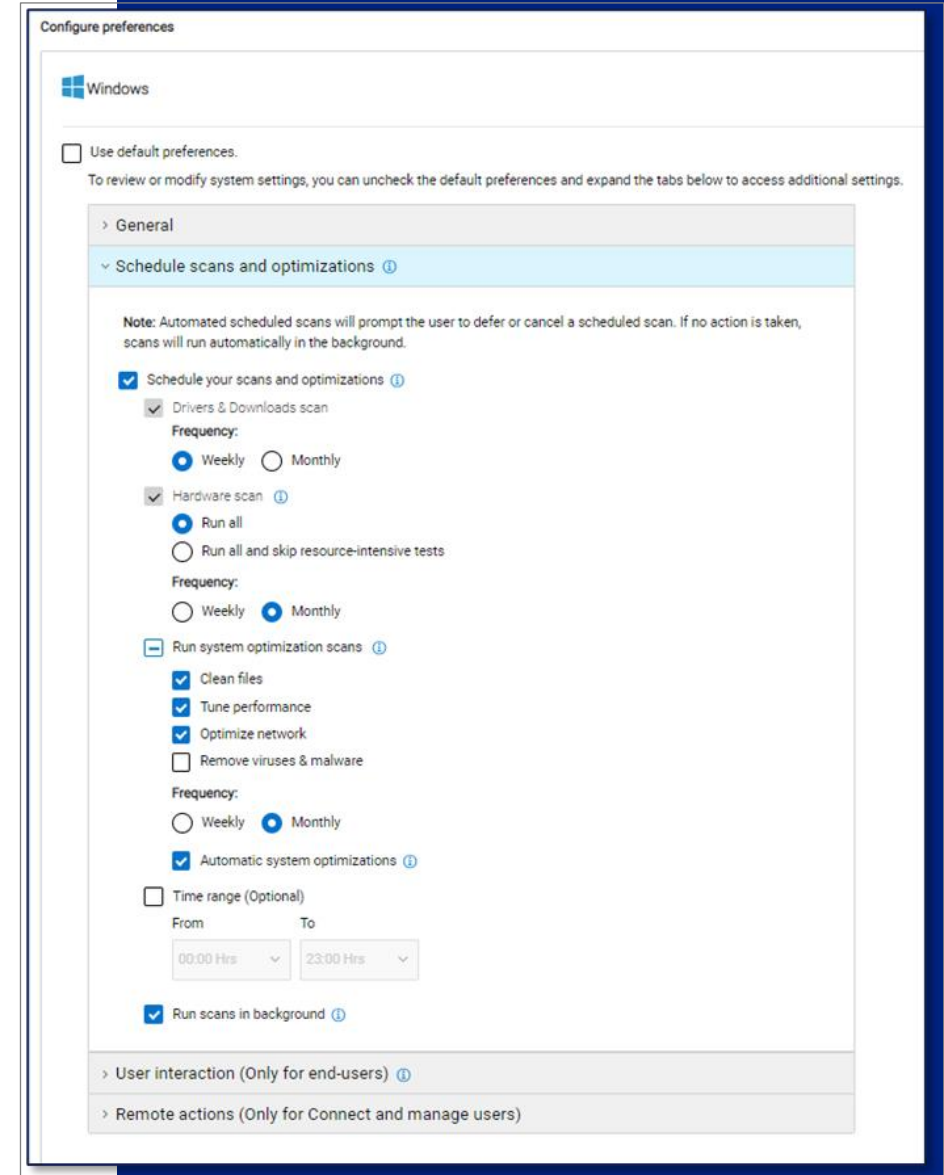
Configuring SupportAssist continued

End-user interaction

Overview
This functionality is not enabled as a part of the default settings. You must check the box allowing end-users to open and run SupportAssist on their PCs.

Why choose this option?
Enabling end-users to access SupportAssist on their PCs empowers them to perform self-help tasks, such as enhancing PC performance and optimizing software, without relying on support staff or administrators. This not only saves time but also reduces workload and minimizes trouble tickets.

Allow user to open and run SupportAssist on their PCs

- **Admin vs. All users** - Selecting Admin enables the user interface exclusively for users with administrator rights on the PC. For all users, simply enable the user interface to make it accessible to everyone.

- **Display system notifications** – Enabling this allows SupportAssist to display notifications about hardware and software issues, driver updates for the PC.

- **Driver Updates –** Allows users with administrator rights to manually check and install driver updates. Driver refers to drivers, firmware, BIOS and Dell software application updates.

- **Clean files –** Allows users to clear temporary, redundant, and other unwanted files from the PC.

- **Tune performance –** Allows users to adjust power settings, registry, and memory allocation to maximize processing speed of the PC.

- **Optimize network –** Allows users to optimize network and update the PC settings to maintain an efficient and reliable network.

- **Remove viruses and malware –** End-users can isolate and delete files infected by viruses and malware. This feature is exclusive to systems with ProSupport Plus or ProSupport Flex entitlement and is unavailable in certain regions, such as China.
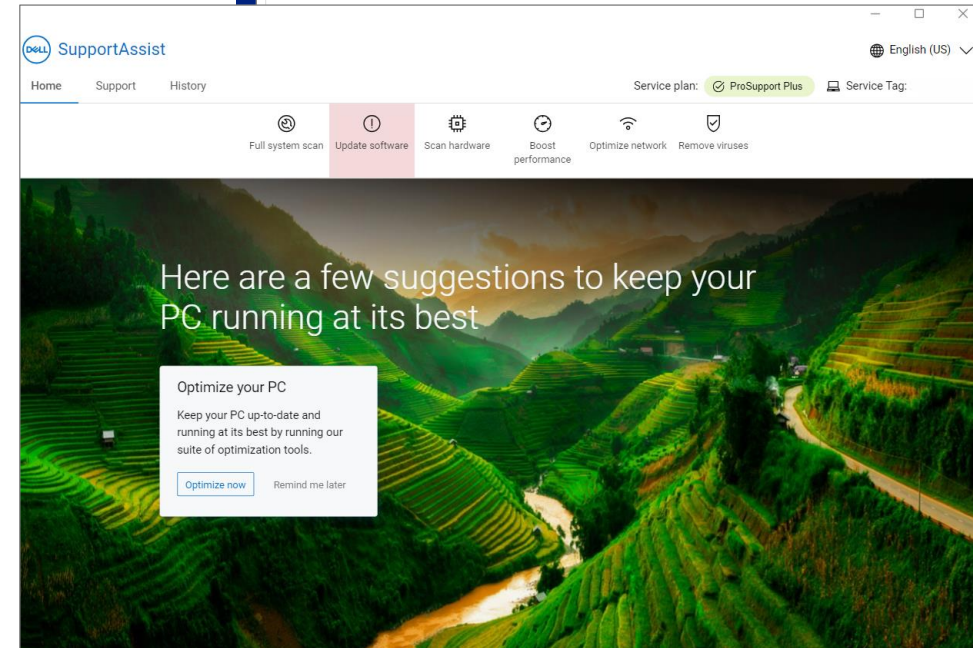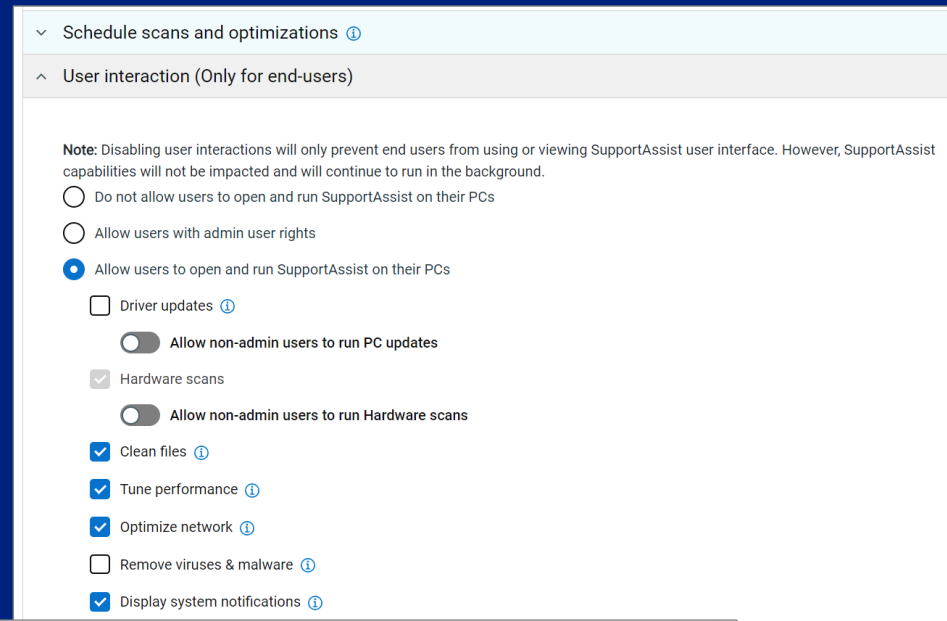
Configuring SupportAssist continued

Remote actions

Overview

IT Admins can remotely perform actions on their PC fleet from the Recommendations tab. The available remote actions encompass updating drivers and downloads, running hardware scans, optimizing performance (such as cleaning files and tuning), and removing viruses and malware.

Remote actions (Only for Connect and manage users)

- **Run all remote scans and updates without end-user interaction** – allows administrators the ability to remotely optimize managed PCs without end-user interaction.
  - **Suppress and user notification in case reboot is needed after installation** – allows SupportAssist to hide reboot notifications to users. If this option is enabled, the PCs are not rebooted automatically. The drivers, firmware, and BIOS updates are applied only when the user reboots the PC manually.

- **Apply PC updates only within a time range –** Allows SupportAssist to remote update the PCs only during the selected time range. When choosing the time range, keep in mind the PC-state requirements.

Configure preferences

Windows

☐ Use default preferences.
To review or modify system settings, you can uncheck the default preferences and expand the tabs below to access additional settings.

> General

> Schedule scans and optimizations ⓘ

> User interaction (Only for end-users) ⓘ

∨ Remote actions (Only for Connect and manage users)

☐ Run all remote scans and updates without end user interaction
☐ Suppress end user notification in case reboot is needed after installation

☐ Apply PC updates only within a time range (Optional)
From   To

D∕ELL Technologies

Recommendations

Understanding your recommendations tab

The Recommendations tab relies on data collected by SupportAssist during your regular scheduled scans. Consistently running these scans is essential to maximizing the value of the guidance provided in the tab.

Drivers & downloads
Dell recommended updates leverages our vast telemetry data to recommend the optimal driver and downloads updates to your unique PCs. We don't just push the latest updates; we pair the best fit with your PCs.

Scan hardware
The hardware scan enables SupportAssist to fulfill its essential role in ensuring overall technology success. Customers can opt for weekly or monthly scans, while IT admins should periodically verify if any scheduled scans were missed. If a scan is missed, admins can manually initiate one. For details on the scanned hardware components and collected data, refer to our technical documents.

Boost performance
The benefits of running the boost performance optimization regularly are improved utilization of hard disk space, improved PC performance, and fewer errors and warnings reported from the PC. Clears temporary, redundant and other unwanted files from the PC. Also allows users to adjust power settings, registry, and memory allocation to maximize processing speed of the PC.

Optimize Network
Allows users to optimize network and update the PC settings to ensure safe connectivity and perform numerous checks to optimize TCP, IP, internet or browser settings to maintain an efficient and reliable network.

Remove viruses & malware
Allows end-users to isolate and delete files infected by viruses and malware. This functionality is only available on systems with ProSupport Plus or ProSupport Flex entitlement and is not available in certain regions, for example, China.

Dell recommended updates

Remotely push updates to all your PCs, regardless of entitlement

Dell recommended updates leverages our vast telemetry data to recommend the optimal driver and downloads updates to your unique PCs. We don't just push the latest updates; we pair the best fit with your PCs.

Why choose this option?
Customers who do not have the personnel, time, or bandwidth to create and test updates tend to pick Dell recommendations. They trust us to push the optimal driver and download updates to their PC fleet.

How does it work?
SupportAssist will scan your fleet based on your configuration preferences and can remotely push out the updates to your PCs. If the update is unsuccessful, it will retry for up to 30 days.

Tips for success:
Weekly, check your Recommendations tab for pending updates. Manually push any pending updates. If you have multiple updates, avoid pushing them all at once. Instead, use the category filter to select the specific type of update you want to push. This approach helps prevent network impact.

You can cancel an update you have manually pushed while it is in the queued status on the current progress page. Once it is moved to in progress, you cannot cancel it.

Custom catalog updates

Remotely pushing updates to your ProSupport Plus or Flex PCs

Custom catalog updates gives you granular control. You can create catalogs based on the product series, fleet, or model number of your PCs. Choose updates based on drivers, BIOS, firmware, application software and utilities, and select updates based on criticality level. You have full customization control of your updates.

Why would you choose this option?
When using custom catalog updates, you can customize, test, and then deploy the updates. Customers who choose this option tend to have the expertise and personnel to create and test the catalogs prior to deployment.

When will the update be pushed?
Updates go out immediately once pushed. If for some reason the targeted systems are offline, it will retry again for up to 30 days.

Tips for success:
If you have network bandwidth concerns, you can select to download your update locally to your network. From the Set PC update source tab, check the box enabling the updates to be downloaded to a specified network location.

You can cancel an update you have manually pushed while it is in the queued status on the current progress page. Once it is moved to in progress, you cannot cancel it.

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Library of Dell-authored scripts

Automate tasks and remediate issues

ProSupport	NOT INCLUED
ProSupport Plus	INCLUDED
ProSupport Flex	INCLUDED

- **By connecting to SupportAssist AI technology and using the TechDirect online portal,** customers can access a library of scripts to help them automate tasks and remediate issues.

- A **script** is code that can be used to automate a process.

Your customer's help desk can choose from Dell-authored scripts that:

- Detect and fix issues
- Automate IT tasks

Customers can also use scripts they have authored using Dell PowerShell remediation framework.

Examples of scripts they can use:

- Resolve blue screen errors
- Address thermal issues
- Delete orphan profiles
- Disk optimization
- Delete old profiles
- Provide fleet-level security information
- …And more

Self-healing automation leverages telemetry to fix PC problems without human intervention!

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PC Management APIs

The following API operations are now available:

PC Alerts

PC Health Insights

PC Application Experience Insights

PC Security Insights

Trends for a single PC

We are enhancing our API library based on customer feedback and expectations for connectivity.

This will enable customers to easily discover, flexibly integrate, and securely consume PC fleet management capabilities with our APIs directly from TechDirect. Our APIs leverage industry standard security capabilities, including HTTPS and OAuth authentication. Our PC Management APIs are RESTful. You can invoke our APIs with HTTPs calls and receive response in JSON format.

Our PC Management APIs are eligible on ProSupport, ProSupport Plus, and ProSupport Flex entitled systems.

A pre-requisite for PC Management APIs is activating Connect & manage and successfully deploying SupportAssist to the targeted PCs.

Connect Dell PCs for uninterrupted performance

Get smarter support with AI that predicts and remediates

- **Self-healing automation** optimizes and resolves specific PC problems without human intervention or end-user disruption
- **Resolve issues** with real-time monitoring that proactively identifies and resolves issues
- **Virtually eliminate unplanned downtime** by predicting issues before they happen[1]

Deliver hassle-free experience anytime, anywhere

- **Ensure productivity** with updates to drivers, BIOS and firmware
- **Optimize PC experience** for your team
- **Protect your environment** with virus and malware removal

Keep your team productive with telemetry backed recommendations

- **Make better data-driven decisions** based on refresh and utilization tracking
- **Get ahead of disruptions** with insight into performance impacting issues

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Q & A

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Thank You!

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SupportAssist for Business PCs Marketing Materials

Online SupportAssist Assets

1. [Sales & Customer Training](#)
2. [Getting Started Guide](#)
3. [Interactive Demo](#)
4. [Webinars](#)
5. [All Videos](#)
6. [Video testimonial](#)
7. [Security White Paper](#)
8. [SupportAssist APIs](#)
9. [FAQs](#)
10. [Technical Documents](#)
11. [SA & DCU Strategy Guide](#)
12. [SupportAssist Dell.com](#)
13. [Pillar page](#)
14. [Dell.com/SupportAssist](#)

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Understanding SupportAssist powered data

Your PC-state requirements for feature functionality (recommendations, remote actions, insights, alerts and more)

	Active State	Sleep Mode	Locked	Hibernation	Power Save Mode	Inactive State	Remote Desktop Protocol (RDP)
Scheduled scans | End-user interaction turned on	✓	✗	✗	✗	✓	✗	✓
Scheduled scans | End-user interaction turned off	✓	✗	✓	✗	✓	✓	✓
Remote Actions | End-user interaction turned on	✓	✗	✗	✗	✓[1]	✗	✓[2]
Remote Actions | End-user interaction turned off	✓	✗	✓	✗	✓[1]	✓	✓
Insights telemetry Collection & Upload	✓	✗	✓[3]	✗	✓	✓	✓
Alert detection and case creation	✓	✗	✓	✗	✓	✓	✓
Auto upgrade functionality	✓	✗	✓	✗	✓	✓	✓

[1]BIOS updates do not work
[2]Driver installation does not work
[3]Collection upload does not occur

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View Custom Catalog Deployment Status

View status of your catalog at the group and service tag level

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Visibility into PC BIOS

Verify, view and export BIOS version by service tag