



DELLEMC

TechDirect

Less Effort. Faster Resolution.

Steps to Certification

1 Visit techdirect.com and click Register to enroll your school in TechDirect.

2 Enroll your institution in the Dell TechDirect portal.

3 Always designate teaching staff as administrators who enroll student technicians.

4 Request your first TechDirect dispatch.

5 If you choose to participate in Labor Reimbursement, email the TechDirect admin team after you have at least one technician certified.

Boost your productivity for support and deployment with online self-service for Dell EMC products from TechDirect.

IDC research has found roughly 80% of IT time is spent on routine operations and support.* Give your tech team time back in their day to focus on projects that matter most. By setting up your students as technicians in TechDirect, you can flexibly manage your Dell EMC products from a single online portal. From deployment to education and support, TechDirect lets you do more with less effort and faster resolution.

TechDirect is a self-service portal offering technical support and deployment capabilities for enterprise and client systems. It provides a unified view of all activity.

- Request technical support
- Self-dispatch parts replacement
- Direct deployments

TechDirect provides centralized management and education for support and deployment across your sites. Get on-demand access to support requests at no additional charge.

- Create and monitor service requests
- Submit and manage deployment details
- Submit and track replacement parts requests

Key Benefits of TechDirect

- Open and manage technical support requests
- Execute online self-service for parts replacement dispatch
- Direct ProDeploy services to deploy PCs with greater speed and less effort
- Manage SupportAssist proactive and predictive alerts to help maximize uptime
- Integrate Dell EMC services functionality into your helpdesk with TechDirect APIs

**IDC Market Analysis Perspective: WW Software and Hardware Support and Deployment Services, Sept 2018, Doc#US44314218.*

Dell Student TechCrew
STUDENT LED HELPDESK

Visit TechDirect.com for more information and to register.
To reach the TechDirect administration team, email
Dell_TechDirect@dell.com