

# Remote Managed Service Packages

		PRICE PER COMPUTER	PRICE PER COMPUTER
SERVICES	DETAILS	\$299 yr. / \$30 mo.	\$499 yr. / \$45 mo.
Remote Control	Technical support via remote controlling of computer system.	•	•
Personal Remote	Control your own computer while on the road as if you were sitting in front of it.	FREE Add-on	FREE Add-on
File Sharing	Sharing documents remotely via a secure link.	FREE Add-on	•
Desktop Sharing	Sharing desktop remotely via a secure link.	FREE Add-on	•
Web Conferencing/ Presentation	Use your computer to present web presentations. Send out invitations for others to join your conference.	n/a	FREE Add-on
User Management	Complete computer management; from the user accounts to the services and drivers. Computer management allows our system to monitor your computer 24/7 allowing us to make changes to the inner-workings of your computer with immediate changes. Screen monitoring is only performed upon request and is evident with a login notification in the upper center of the screen. Computer management is only accessed with client permission being given. Uninterrupted access can be granted via a special form upon contract signing. Quick access to computer settings can make long fixes shorter. With these quick links, a technician can quickly access deeply buried system and management settings. Creating an automatic priority will force that service or application to start before others. Virus protection can be forced to start earlier, creating a stronger barrier. 24/7 monitoring will trigger specific alerts when certain criteria are met. Tasks can be automated for cleanup and scans. Performance of your system is vital. With these performance monitors, technicians can quickly access the vital information that effects and impacts your computer. With this detail a technician can more easily see potential issues and give quicker resolve to performance issues. Many of these performance sub items can help spot viruses, bugs, low disk space, and even outside hacks! Several issues spotted here, once resolved, may help to speed up your computer and make it more stable.	•	•
Event Viewer		•	•
Services		•	•
Processes		•	•
Drivers		•	•
Registry Editor		•	•
Command Prompt		•	•
Reboot		•	•
Screen Monitor		•	•
Enviro. Variables		•	•
Virtual Memory		•	•
Time		•	•
Shared Resources		•	•
Automatic Priorities		•	•
Alerts		•	•
Task Scheduler		•	•
CPU Load	•	•	
Memory Load	•	•	
Disk Space	•	•	
Partition Information	•	•	
Open TCP/IP Ports	•	•	
Network Load	•	•	
Open Files	•	•	
Reg. Keys In Use	•	•	
DLL's In Use	•	•	
Monitor Connections	•	•	
Installed Applications	•	•	
Loaded Device Drivers	•	•	
3 Tickets Mo. Support	3 remote tech support calls each month totaling, 1 hour each, via remote control or 3 total hours. These tech calls can be used any time during the month (not rolled over month to month).	•	•
Unlimited Support	Unlimited tech support calls each month, via remote control. These tech calls cover remote assistance only and don't include onsite support.	\$20 mo.	•
<b>THEFT RECOVERY ASSISTANCE</b>			
IP Recovery	Get IP of last login & authorities can track ownership.	•	•
Secret Viewing	Secret system access and monitoring.	•	•
File Manager	Pull important documents off the computer without thief knowing. Or delete them entirely from the system.	FREE Add-on	FREE Add-on
<b>MISCELLANEOUS APPLICATIONS</b>			
VPN Connection	Virtual Private Network gives you access to network resources while on the road just like you were on the same network. 2 computers included in price.	\$10 mo.	FREE Add-on

{ Ask about our active military & spouse package – up to \$200 in savings! }