

Technology Support at Your Fingertips

Keeping Your Computer Up and Running...
at Home or on the Go!



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PROGRAM BENEFITS

Benefit	Description	Included
24/7 Remote Technical Support	Experienced and qualified technicians are standing by 24/7 to instantly address technical issues. Technicians will utilize cutting edge technology to fix your computer over the internet.	Unlimited minutes each month
Onsite Support	We have over 14,000 technicians that can be dispatched to your home or office as soon as the same business day.	Save up to 60% off retail price
Antivirus Software	Bitdefender Total Security will protect you from viruses, trojans, spyware and other malicious software.	One free copy per member
Online Data Backup	Our data back up service provides secure, enterprise-class remote data backup solutions.	100GB of secure data storage
Self Help Database	Our self help database contains over 120,000 solutions to common computer problems.	Unlimited use
Best Practices Assessment	You will receive an online analysis of your computing environment and recommendation to improve performance and security.	Unlimited use



TYPICAL USES OF TECH SUPPORT

Problem	Our Solution
"I have a virus"	Our remote support technicians will connect to your computer via the internet, remove the virus and repair the damage done to your computer by the virus. We will then walk you through the installation of your complimentary copy of Bitdefender Total Security to ensure that the problem does not reoccur.
"My computer is running slow"	Our remote technicians will connect to your computer via the internet, remove unnecessary temporary files, defragment your hard drive, clean your system registry and install any necessary software updates.
"I want to add email to mySmartphone"	Our remote technicians will guide you through the process of integrating your existing email account into your PDA or smart phone.
"I need to setup a new email account."	One of our remote support technicians will assist you in setting up your new email account, forwarding your old email address to the new one (if applicable) and importing your contacts.
"I don't know what the problem is but my computer isn't working correctly."	Our remote technicians will connect to your computer via the internet and perform a complete system diagnosis. Once the problem is identified the technician will determine if the issue can be resolved remotely or requires an onsite technician.



REMOTE TECH SUPPORT

Like Problems Resolved Quickly?

We can resolve most of your technical issues remotely. We leverage new technologies to allow our Technicians to remotely take control of your computer, troubleshoot and resolve your issues. Our technicians are available to solve your technology problems 24 hours a day 7 days a week.

In this modern age you no longer need to drag your computer down to an expensive computer repair shop every time you have an issue. We can fix most computer issues over the internet in minutes.

You need not worry about the security of our technicians connecting to your computer. Our technicians connect to your computer using a secure encrypted connection. If necessary you can disconnect the technician at any time. Once a support session is terminated technicians cannot connect to your computer again without your permission.



ONSITE TECHNICAL SUPPORT

Need a Technician to Deliver?

We have over 14,000 trained, licensed and certified technicians who can resolve your technology issues at your location. Our technicians are A+/MCP/MCSE certified and provide real world technology solutions for most hardware and software issues. Technicians can be dispatched to your location as soon as the same business day. Our onsite support covers more than basic computer issues, services include support for:

- Data Recovery
- New Computer Installation
- HD TV Installation
- System Tune Up
- Spyware Removal
- Wireless Network Installation
- Memory Upgrade Installation
- Broadband Repair or Install
- Printer Service



SELF-HELP DATABASE

Fix Problems Yourself and Save Money

Members have access to our extensive knowledge base system with over 120,000 support tips and tools for both software and hardware issues. No more calling company-to-company to solve multiple problems. Our knowledge base system support multiple providers and solutions. Products supported include:

- Microsoft Applications
- Corel Applications
- Citrix Applications
- Novell Applications
- RSS Feeds
- Apple OS
- Adobe Applications
- Yahoo Applications
- Lotus Applications
- Symantec & McAfee
- Mozilla Firefox
- And More...



BEST PRACTICES ASSESSMENT

Evaluate your computing environment and improve it

We designed a world class best practices assessment (BPA) to evaluate your computing environment and improve it with a series of recommendations. The BPA should take 5-10 minutes and is composed of 25 multiple-choice questions. The BPA is designed to analyze both home and office computing environments. The BPA will provide you with recommendations to improve your software, hardware and internal practices.



ANTI-VIRUS AND ANTI-SPYWARE SOFTWARE

Bitdefender Protection

In today's computing world, the most necessary pieces of software are Anti-virus and Anti-spyware software. Not having these puts all of your data and even personal information at risk. The best way to protect your data and personal information is to use premium Anti-virus and Anti-spyware software.



Active members are entitled to a FREE copy of Bitdefender Internet Security Plus, the leader in security software. This product combines anti-virus, anti-spyware, and firewall capabilities.

ONLINE DATA BACKUP

Safeguard your important data files securely via the internet

Whether it's word documents, mp3s, photos, contact files, business inventory, or taxes, most people manage their personal and professional lives electronically. Backing up with our remote, offsite, backup service, you ensure your electronic life will be intact when disaster strikes. If you're backing up to hard drives, tapes, CDs, DVDs or other media, learn about the critical advantages and superiority of remote backup.

It's OffSite

Perhaps the most important aspect of remote backup is that your files are stored in separate physical locations hundreds of miles apart. In the event of fire, theft or other disaster, the only way to recover your data and digital memories is to have your backups offsite.

It's Scalable

With online backup, you never run out of storage space. As your data grows, your online storage account can automatically grow with it. There is no need to catalog endless CDs, change tapes, separate files or rush out to buy more storage capacity.



It's Automatic

Once you install the backup software, files are backed up automatically, as often as you like. No more losing documents because you forgot to backup. With online backup, you set it and forget it.

It's Flexible

You don't have to choose each and every file. Our software makes it easy to pick the files for your backup sets. Backup files, folders or file types. You choose. You can also store an unlimited number of versions of the same file, so you never have to worry about accidental deletions. You can always access an earlier version.