

guardian workstation

Computer Monitoring, Maintenance, Management, & Support



Leveraging updated technology and best practices together, has been shown to reduce costs associated with downtime by 30% to 60% and to reduce the amount of lost productivity by up to 80%. - IDC

- ✓ Daily Spyware & Anti Virus Updates & Management
- ✓ Pro Active System Monitoring
- ✓ Weekly Disk Defragmentation
- ✓ Anti Virus & Spyware Software
- ✓ Asset & Inventory Management
- ✓ Activity & Health Reports
- ✓ Temporary File Deletion
- ✓ Onsite, Remote, & Phone Support
- ✓ Operating System Patch Deployment
- ✓ 3rd Party Application Support

www.Help-Now.com

help now
Bridging Business & Technology

Cutting Costs Not Quality

Technology as a service can seem like a necessary evil --but it doesn't have to be. When done right, your IT partner should be saving you money not costing you more.

Increase Efficiency, Make More Money. Prevent employee down time, increase productivity, improve security and boost desktop performance. Guardian Workstation follows a strict best practices guideline that executes daily, weekly, and monthly tasks. These guidelines are updated regularly along with industry standards to offer superior IT performance. This proven approach delivers an *80% increased efficiency* over those who do not employ Guardian Workstation.

Educated Decisions Keep You In Control. In order to provide successful business solutions we feel it is necessary to understand your business and make sure you understand ours. This collaborative approach, focuses on open communication and consultation. We give you the information and tools you need to understand your options and benefits. Together we tailor services to fit your business objectives.

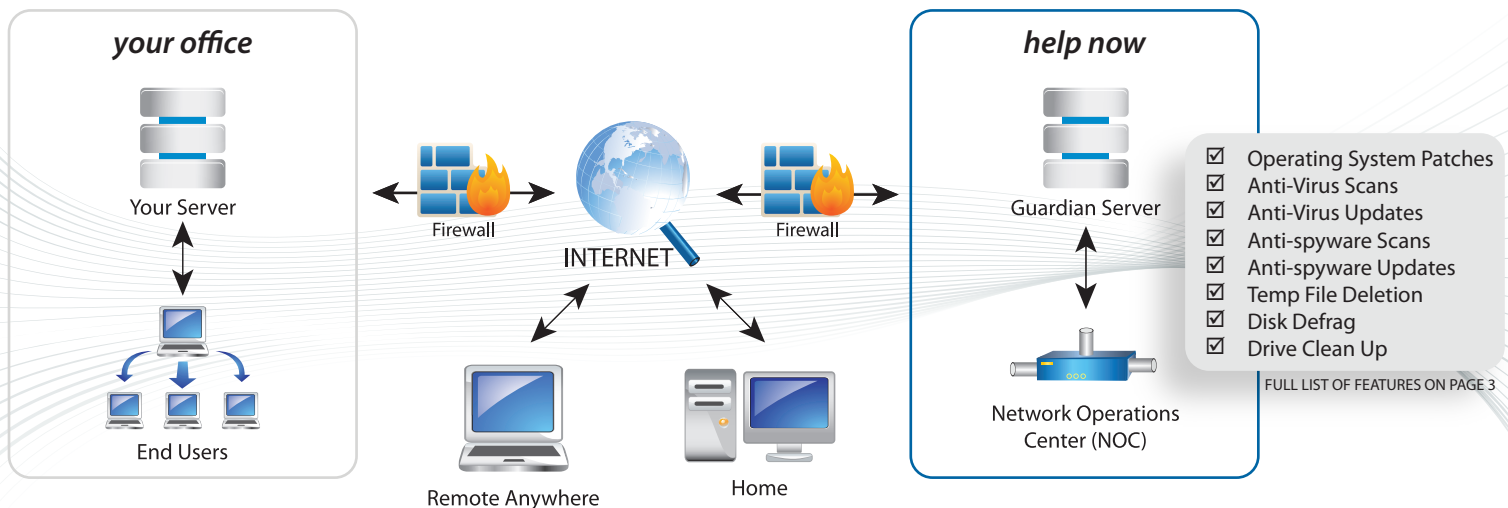
Software Inventory & Compliance Audits Help Save Money. Having your hardware inventory and software license status' just a phone call away is a crucial step in industry and technology compliance. Software compliance fines can run up to \$150,000. We can help you avoid licensing these fines by having access to this data through our running inventory of your entire hardware and software environment.

Hardware Longevity. On average IT hardware lasts 3-5 years, but by having a rigorous IT best practices plan in place this life span can significantly increase. Guardian Workstation clients report an average life span of 5-8 years. That means shelling out less money for the same productivity level.

FREE Remediation. We're so confident in our services that If a virus or malware slips through on our watch, we'll fix it free of charge.

Visit us at www.Help-Now.com for more on our entire Guardian Suite

GUARDIAN WORKSTATION



Workstation protection is about...

- » **Hardware management:** installations, moves, adds, tracking and changes.
- » **Software management:** installations, moves, adds, tracking and changes.
- » **Technology inventories,** tracking your hardware and software life cycles to reduce long-term capital spending growth and avoid license violation fines.
- » **Leveraging external resources** (Help-Now Support Team), allows your internal resources to focus on their core objectives.
- » **Minimal overhead,** that gets you an assigned 3 person support team that knows and understands your business.
- » **Options and being in control,** through a collaborative approach offering flexibility, expert consulting, and room for growth.
- » **The bottom line,** having the support of an internal IT Department who troubleshoot everything from Quickbooks and Exchange to Anti-virus and spam issues.

Research shows that well-targeted technology upgrades, coupled with a rigorous IT best practices program can cut outage risks by as much as 85%.

- IDC



guardian workstation

Computer Monitoring, Maintenance, Management, & Support



enhancements

Guardian Network

Network Monitoring,
Maintenance, Management,
& Support

Guardian Server

Server Monitoring,
Maintenance, Management,
& Support

Guardian Web

Your Internet and Network
Security and Activity Monitor

Guardian Mail

Spam/Virus Filtering and
On-Demand Backup Mail
Solution

DataNow

Your Business IT Continuity
Plan: back up, secure, restore,
and run virtually when the
unexpected occurs

Workstation
computers are an
integral part of most
business. Processing,
communicating, and
performing are all
accomplished via the
workstation.

	Essential	Enhanced	Premium
Daily Pro Active System Monitoring	✓	✓	✓
Anti Virus Software Included	✓	✓	✓
Daily Anti Virus Updates & Management	✓	✓	✓
Daily Temporary File Deletion	✓	✓	✓
Daily Operating System Patch Deployment	✓	✓	✓
Spyware Software Included	✓	✓	✓
Daily Spyware Updates & Management	✓	✓	✓
Weekly Disk Defragmentation	✓	✓	✓
Asset & Inventory Management	✓	✓	✓
Anti Spam Protection Included		✓	✓
Daily Spam Digest Emailed		✓	✓
Web Defense Monitoring, Blocking & Security		✓	✓
Web Defense User Activity Report Included		✓	✓
Monthly Activity & Health Reports		✓	✓
HNC Support is Single Point of Contact		✓	✓
Unlimited Operating System Remote Support		✓	✓
Unlimited Telephone Support		✓	✓
3rd Party Application Support		✓	✓
Response Time 3 hour average SLA		✓	✓
Product Specification Assistance			✓
Response Time 1 hour average SLA			✓
3rd Party Research / Contracts			✓
Unlimited Onsite support			✓