

Connected Office PC



Complete, affordable protection for your business' Desktops, Laptops, Smartphones & Mobile Devices!

The Personal Computer (PC) has become the dominant backbone for most small and medium-sized (SMB), knowledge-based, businesses. It's proliferation has not only changed the makeup of today's office environment, but also the way people work. Along with the rise of the PC came the connected office which means employees are now treating connectivity and mobility as a given. This presents a whole new set of challenges for today's SMB in managing not only the PCs (desktops and laptops) within their office walls but also the rising number of web-enabled smartphones and tablet computers.

Today's office is becoming more and more complex. You now have security & protection concerns. You have an increasing base of assets in the form of desktops, laptops, smartphones and tablet computers to manage, update & maintain. You have data storage and backup concerns. Your employees need help with technical issues - including training on the software and applications they now use 24/7. If you are a small organization, you likely can't afford or justify a full-time IT person on staff. If you are a larger business and do have the luxury of a dedicated IT person, he or she is likely busy just maintaining your current infrastructure - leaving little time for strategic planning or corporate projects.

That's where Connected Office PC comes in. We can put proven technologies and processes in place to automate the mundane tasks of keeping your PCs up-to-date in terms of software licenses, patches, upgrades and cleanings. We can keep your employee data secure and backed up. We can remove your doubts so you can focus on your business.

Connected Office PC frees your organization from the repetitive but critical day-to-day tasks or caring for your fleet of desktops and laptops. For a fixed-cost (per user/per month) you can make sure your employees key productivity tool is running smoothly. Connected Office PC brings your organization the following services:

- **Security & Protection**
- **Asset & Lifecycle Management**
- **Automated Desktop Maintenance**
- **UNLIMITED Online Backup & Storage**
- **1-866-My-Utility Per Minute - LIVE Helpdesk Support & Training**

Connected Office PC+ delivers remote smartphone & tablet computer support.

As a CO PC+ customer you can have us initially configure mobile devices including iPad™, iPhone™, Blackberry®, Android™- or Windows®- powered smartphones & tablet PCs for a one-time setup fee per device. Our technicians will setup and sync your email accounts, your calendar and your address books as well as help you to install and run applications like MS Office. You will also be eligible for ongoing remote support & training on the use of your mobile devices & apps on an as-needed pay-per-use basis via our 1-866-My-Utility LIVE Helpdesk - just as you would with your desktop.

THE comprehensive solution for today's "Connected Office"

Connected Office PC Standard Features & Benefits

Security & Protection - Inadequate protection exposes businesses to viruses, hackers and data loss. It takes only one infected and un-patched machine to bring your entire network down but Connected Office PC eliminates those fears with an ongoing anti-virus and patch management service. Comprehensive security management is concentrated in three areas of exploitation - perimeter, remote access and end-users. The service consists of:

- **Virus Protection & Remediation** - Provides advanced virus, spyware and malware prevention to protect your organization from costly downtime due to virus outbreaks.
- **Patch Management** - Protects corporate and remote users through a fully automated or targeted approach. This provides criticality assessments of vulnerabilities through continuous monitoring and analysis.
- **Patch Distribution** - Protects resources through automated or targeted distribution of patches, monitors distribution status, performs root cause analysis and develops fixes along with monthly patch compliance reporting.

Asset & Lifecycle Management - A complete, integrated offering that provides real-time management visibility into hardware and software assets, tracks software license usage, automatically distributes software, and ensures regulatory compliance and ongoing IT optimization regardless of location. It includes:

- **Asset Discovery** - identifies all IP-based network devices and lowers IT administration costs through better control of known assets. Identifies security risks by identifying all open ports and any changes to network
- **Asset Management** - ongoing visibility and control over all desktops.
- **Asset Administration** - ensures the success of your asset management initiative.
- **Software Distribution** - drives adherence of corporate standards by automating the distribution of new applications.
- **Software Compliance** - identifies used and unused licenses, monitors all assets, provides reporting and enforces all corporate policies for ease of Business Software Alliance auditing.

Automated Desktop Maintenance - Ongoing (daily/weekly) removal of temporary files and file system clutter, emptying of the recycle bin and proactive repairs to any system problems ensures all corporate desktops are operating at peak efficiency. Seamlessly ensures all required processes such as Windows System Restore are operating and configured properly with no effort or inconvenience to end-users. It includes:

- **Desktop Maintenance** - Daily disk cleanup – removal of unwanted files and folders.
- **Daily deletion of IE Temp Files** – removal of all Internet Explorer temp files.
- **Daily flush of old DNS records** – removal of all stale DNS records.
- **Daily Group Policy update** – keep current with the Domain's group Policies.
- **Weekly defragmentation of system partition** – cleanup of the files in your PC so they are accessed faster.
- **Weekly HDD physical check of hard drive status (SMART drives only)** – checks hard disk for physical errors.

Unlimited* Online Backup & Storage - Online backup of employee desktops and laptops has become a “need to have”. With the proliferation of the internet and access to data comes the need to ensure critical data is safeguarded. Our Online Backup service ensures that all desktop or laptop data is backed up and completely protected regularly in accordance with your corporate policy standards (either daily or weekly).

- All data is backed up and protected in **vaulted, fully-redundant, offsite data storage facilities**.
- State-of-the-art **256-bit AES encryption data transfer** (the same security that financial institutions use for online banking).
- **Advanced data retention policies** provide additional data security.

*Unlimited Online Backup & Storage Fair Use Policy - This is a business-related backup of files and folders found on the end-user's individual computer for which CO PC was purchased. It does NOT apply to multiple devices, personal files and cannot be combined as a corporate storage service. Video files and music file types are not permitted for storage. If an end-user has an excessive account size month after month (i.e. > 20Gb) we will discuss another solution or capping the overall usage.

Additional Available Features

1-866-My-Utility LIVE Helpdesk Support - As a Connected Office PC customer, you have pay-per-use access to our superb team of Level 1 & Level 2 technical support professionals. Our friendly team has expertise in ‘all things technology’ - even including specific line of business applications critical to your day-to-day work. We support our customers through secure remote access to your network and desktops for on-demand service or training (i.e. how to use features in MS Office products or how to turn on your Out-of-Office Assistant). Our team can take remote control of your desktop (or even your smartphone or tablet) in a secure window, with your permission and you can watch as they move your cursor before your eyes from our accredited North American helpdesk. You get instant help when you need it, no waiting for someone to schedule time to come visit you and no downtime for you as you await their arrival.

Connected Office PC+ - Adds support for your mobile devices. We offer two main services for both smartphones and tablet PCs:

- **Initial Setup & Sync** - mesh your email accounts, your calendar and your address books with your PC to achieve connectivity anywhere, anytime.
- **LIVE Remote Support** - troubleshoot your mobile device, receive training or aid with installation of applications using our 1-866-My-Utility Helpdesk.

FIXED-FEE SERVICES	CONNECTED OFFICE PC
Security & Protection	✓
Asset & Lifecycle Management	✓
Automated Desktop Maintenance	✓
Online Backup & Storage	Unlimited*
MOBILE DEVICE SERVICES	CONNECTED OFFICE PC+
Smartphone Configuration	✓
Tablet PC Configuration	✓
PAY-PER-USE SERVICES	PC or PC+
1-866-My-Utility Live Helpdesk Support	Per Minute

The Utility Company is one of the only MSPAlliance-Accredited Master MSPs (Managed Service Providers) in North America.

As a Connected Office customer this means your technology & your data are entrusted to Accredited Technology Professionals.

