

CSS ActiveTech 24/7 Remote Monitoring Services



Most people will become aware something is wrong with their computer at the very instant it happens, which could be a little too late to avoid costly repairs and the loss of getting by without your computer.

Why wait till it happens!

Our **CSS ActiveTech 24/7 remote monitoring service**, will automatically notify you of potential problems, before they become critical problems and bring your computer to a halt.



Customer Support

How it works:

A small, non-intrusive program is loaded onto your system. It constantly monitors the essential areas of your computer system and reports directly to our dashboard, with problem details and a screen shot for our technicians to investigate. With your permission we will remotely connect to your system and attend to the problem right away.

The monitoring includes such items as the Central Processing Unit (CPU), memory (RAM), storage devices, software update status, application crashes, installed drivers, Firewall status various

operating system errors and more. It incorporates the "SMART" (Self Monitoring and Reporting Technology), reporting on Hard Disk Fragmentation and overall system health and performance level.



capitalsecurity
solutions

Web: www.capitalsolutions.com.au
Tel: 03 9018 9600



CSS ActiveTech 24/7 Remote Monitoring System Plans

	Gold	Platinum	Diamond
Continuous System Monitoring Including: <ul style="list-style-type: none"> • Device Stability and performance • Notification of Unusual Events • Firewall Status • System performance & PC health level • Application crashes • Blue screen of death • Anti-virus monitoring and more... 	✓	✓	✓
Windows OS updates scheduling	✓	✓	✓
Software updates scheduling	✓	✓	✓
Annual Technology review	✓	✓	✓
Repair assistance and hardware guidance		✓	✓
Anti-virus software and reporting		✓	✓
Unlimited storage/unlimited devices cloud Backup solution	O	O	✓
Response time within 24 hours	✓	✓	✓
Response time within 12 hours			✓
Remote session allocated	10	15	20

O = optional

Some problems cannot be fixed remotely, customer will be advised the best course of action including delivering the computer to our office for repairs, if a remote session cannot finalize the problem

