



TAG Assurance PC Care

Remote Monitoring & Management Solution

Technology has become the primary tool of every employee in your company. Having an employee without their primary tool equates to lost time and lost productivity. A proactive monitoring and maintenance program for your company's PC's is a must to provide the most productive environment for your employees.

The TAG Assurance PC Care solution provides 24 x 7 monitoring of each PC and more importantly, on-going maintenance to improve speed and reliability of their primary tool. On an on-going basis, automated scheduled maintenance will be completed including verification of antivirus updates, spyware removal, temporary file removal and patch management. In addition, on-going asset management to track the software and hardware on each desktop or laptop

TAG Assurance PC Care is for those companies that want to avoid the normal degradation and speed of their employee's primary work tool at the fraction of the cost of completing these tasks with in-house staff or outside support using manual processes.

Plan Services	PC Care
Remote 24x7 monitoring and management of PC	✓
PC system details documentation	✓
PC availability monitoring	✓
Microsoft patch management	✓
Antivirus software monitoring and management	✓
Antispyware management and removal	✓
Temporary file management and removal	✓
Drive space monitoring	✓
Hard drive predictive failure monitoring (S.M.A.R.T. Disks only)	✓
Monthly executive PC status reports	✓

PC Care Notes:

- 1) PC Care monitoring and management is a remote preventative maintenance program that includes continuous remote monitoring and management of the PC to optimize performance and improve security
- 2) PC Care includes remote monitoring and management for the PC operating system as originally configured upon startup of the PC Care service and does not include support for business application software. Business application software support shall be provided by your software application vendor.
- 3) PC Care does not include additions, deletions or modifications to hardware or software on the PC or the local or wide area network
- 4) PC Care does not include support for hardware failure, or failures from downloads, software installations or operating system configuration adjustments
- 5) Any services required that are outside the scope of this agreement such as PC hardware or software failures will be performed at the then current hourly rate in place with Company.