



Prestwood Computer Agent

Essential Support Level vs. Pro Support Level

Essential support is available with all our plans. Pro-level is included for all devices on plan with Gold and Silver (essential can be used on computers off plan). Bronze you choose between pro and essential support level for each device, but unlimited remote support is not included in plan.



Network Monitoring

Included with Silver and Gold. Available with Bronze. Network monitoring includes monitoring devices that do not have a local agent installed including: Routers, Switches, Printers, SaaS Services: Office 365, Scanners, etc.

- Installs agent on most workstations and servers.
- Allows for 3rd party software installations.
- Monitors devices that do not have an agent.

Workstation and Server Support Agent

Essential Support

Essential Agent:

- Basic Remote Control
- Basic Monitoring
 - CPU Utilization Rate (spiked CPU, hacked computer)
 - Disk (low HD free space)
 - Memory (spiked memory can mean a virus)
 - Patches (missing patches can allow a virus in--Windows only)
 - Printer (low ink, low paper, etc.)
 - ...and a few others.
 (Pro Agent has much more!)

Not Included (included with Pro Agent):

- **No Realtime Optimization**
- **No Weekly Maintenance**
- **No Remote Support Manager**
- **No Automation Scripts**
- **No Self Healing**

Pro Support

Pro Agent:

- **Advanced Remote Control**
- **Advanced Monitoring** adds:
 - Connectivity (server up/down)
 - SMTP Up/Down (verifies you can send email)
 - ...and many others.
- **Real time optimization:** optimizes your computer in realtime.
- **Weekly Maintenance:** deep maintenance.
 - Check Disk
 - Defragment
 - Delete Temporary Files
 - Firmware Updates
 - Remote Access Enabled
 - ...and more!
- **Remote Support Manager:** Tool that allows us to perform advanced operations.
- **Automation Scripts:** Allows us to fix many problems remotely using a thoroughly tested script.
- **Self Healing:** autofixes many problems.

Agent Add-Ons (included with pro-level support on our Silver and Gold plans):

- Patch Management (OS+3rd-Party): Hackers exploit missing patches.
- Managed Antivirus: Centralized AV at about the same price as standard AV.
- Server HD Backup Setup+Monitoring