



Managed Care for Families

Keep your computers fun to use with our proactive approach.



When a problem occurs, we can remote into your computer and help. Includes quarterly cleanups and unlimited free in-shop virus removal. Also includes Patch Management, Managed AV, remote cloud backup, and a discounted home rate for when we help you setup a new computer, or mount a TV, etc.

Security: Powerful combo of Patch Management, Managed AV, and Computer Health Monitoring.

	Standard AV	Managed AV	Managed Care
Antivirus, Anti-Spyware, Anti-Malware	✓	✓	✓
AV Professionally Configured by Us Easy to understand profiles including advanced security options such as Anti-malware, Behavioral Analysis, Intrusion Detection System, Active Virus Control, Anti-Phishing, and Network Scanning.	✗	✓	✓
AV Monitored and Managed by Us Centralized Threat Reporting, Antivirus monitoring, Scheduled Scans, and Signature and Software Updates	✗	✓	✓
Website Content Blocking Easy to understand profiles including Block Illegal Content, Parents Profile, and Kids-Safe profile.	✗	✓	✓
Patch Management (OS + 3rd-Party)	✗	✗	✓
Health Monitoring CPU (spiked CPU=hacked computer), Memory (spiked memory=virus), Disk (low HD space=no patches), and Patches (missing patches=vulnerable)	✗	✗	✓
Pro Monitoring Catastrophic events rarely come without warning. Advanced monitoring includes monitoring Windows Update, WAC, UAC, S.M.A.R.T. predictive hard drive failure, etc.	✗	✗	✓
Remote Control No more waiting for the I.T. guy!	✗	✗	✓
Weekly maintenance Check disk, defrag, DNS flush, temp file cleanup, etc.	✗	✗	✓
Quarterly Remote Cleanup (includes checkup+speedup). No need to call us, our scheduler schedules this quarterly.	✗	✗	✓
UNLIMITED Virus Removal In-shop drop-off check-up, speed-up, clean-up, and virus removal (<i>no limit</i>).	✗	✗	✓
Business-Class Cloud Backup 2GB remote cloud backup included, then \$.50/GB.	✗	✗	✓