

# Remote Management

Are you tired of keeping track of software updates and patches or are you just completely confused by all of the updates and prompts? Maybe you aren't even keeping your computer up-to-date which puts it at risk of viruses, malware and security breaches.

We can take care of the work for you! Beep-a-Geek Computer Services is now providing remote monitoring, patch management, automated support, and remote support to home users and small businesses.

We'll alert you when problems arise, keep your system up-to-date, keep the junk off, record hardware and software information, and monitor your antivirus. We'll also include completely managed antivirus powered by Vipre (no need to keep subscribing to other programs). Daily monitoring includes disk space, services, disk space growth, hacking attempts, physical disk health, critical events and a vulnerability scan.

**To sign up go to our secure website at:**

**<https://ossp.biz/help/signup.asp>**

**or contact us at 817-358-9552 for more information.**

If you have a business with more than five computers and a server then contact our sister company Certified I.T. Solutions, LLC for complete and unlimited managed services at 817-354-2487.

<b>Description</b>	<b>Bronze Level</b>	<b>Silver Level</b>	<b>Gold Level</b>
Daily Monitoring	Included	Included	Included
Patch Management	Included	Included	Included
Clean Out Temporary Files	Included	Included	Included
Defragment Hard Drives	Included	Included	Included
Managed Antivirus	Included	Included	Included
Weekly Rootkit Scans	Not Included	Included	Included
Cloud Backup	Not Included	Optional (\$1/GB/month)	5 GB Included (\$0.75/GB/month additional)
Remote Support	Not Included	Four 15 minute sessions for patch remediation only	Unlimited
Additional Remote Support Rates	\$2.00 per minute (any issue)	\$1.00 per minute (any issue)	Unlimited
On-Site Rates	No Discount	5% Discount	10% Discount
Price per month	\$ 4.99	\$ 24.99	\$ 59.99

# Beep-a-Geek<sup>®</sup>

COMPUTER SERVICES

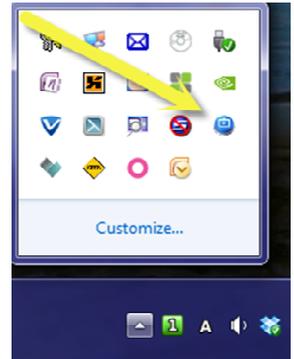
By signing up for Remote Management you allow a Beep-a-Geek technician system access to your computer. We will not remotely control your computer without your approval (no remote control software is installed for Bronze or Silver clients and Gold clients must approve access).

Patches currently include Microsoft, Java, Adobe Flash, Adobe Shockwave, Adobe Air, WinZip, Skype, Adobe Reader, and many others (over 100). Other software may be added at any time and, for our Silver clients, we can use the four 15 minute sessions for non-covered patches. Gold clients have unlimited support which would include any install.

Having managed antivirus won't prevent you from being infected with viruses, malware or spyware since we don't block or limit your access. No service is included with Bronze Level support and only limited, patch-related service is included with Silver. Gold has unlimited remote service for technical issues but does not include training issues or end-level work (for example, doing your budget, typing a research paper, etc.). Cost of hardware and software is not included.

You can cancel anytime. We request that for the first two or three days the computer be left on at all times for patches to be installed. We realize during this period the computer will run slower than normal since it's trying to get your system up-to-date. After that time the computer should be turned on at least for one full hour once a week.

All requests should be submitted using the Beep-a-Geek Help Request software you will find in the notification area.



817-358-9552

support@beep-a-geek.com

<http://www.beep-a-geek.com>

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