

Keeping Technology Up and Running
At Home or on the Go!



TECHNOLOGY SUPPORT



Features & Benefits



Remote Tech Support

Remote Support allows users to get technical problems resolved immediately and affordably, without having to visit a repair shop or wait for a technician to visit their home.



Onsite Tech Support

For hardware repair or installation, Onsite Support is often the best solution. Customers can schedule an exact time and date for the service call.



Self-Help Database

Allows for “do-it-yourself” customers to quickly solve their own computer problems and improve their overall computer knowledge.



Best Practices Assessment

Designed to assess computer, network, and technology configurations, as well as technology goals, and provides users with optimization recommendations to improve their computing experience.



Antivirus / Anti-Spyware Software

Our solution protects users from over one million known computer viruses and also guards against ever-growing cyber attacks.



Online Data Backup

Whether it's orders, invoices, contracts, inventory, or tax returns, your business relies on data. We help you protect this valuable property with secure, offsite, automatic backup services that are easy to use.

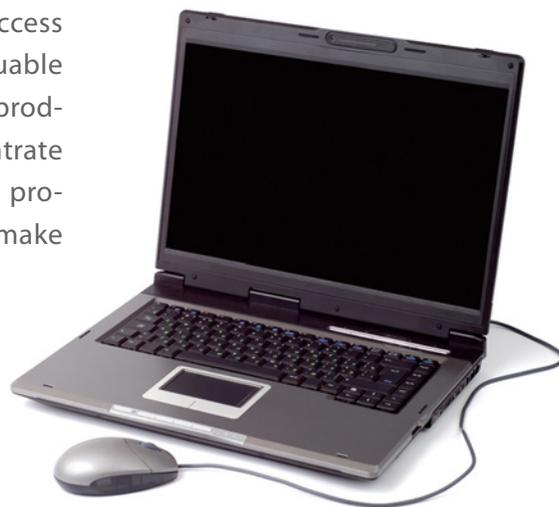
Technology Support at Your Fingertips

Certified Techs are Always Available
24/7, 365 Days a Year



With the speed and advancement of today's technology, online technical support is widely becoming a growing need for most consumers and small to mid-sized businesses. However, with the high cost of resources and growing complexity of converging technology, many users do not know where to turn for help.

Ocenture's Technology Support solution offers on-demand access to reliable technicians, valuable services and discounted products, so you can concentrate on your business, not lost productivity or revenue. We make Technology work for you.



All Your Tech Needs in One Place
So You Can Save Big!

Onsite Tech Support

Our nationwide network has more than 14,000 A+/MCP/MCSE certified technicians that can be dispatched to virtually any geographic location in the U.S., including home or office locations, during the same business day to identify, fix and repair almost any computer or technology issue. On-site work is always performed with a 100% satisfaction guarantee.

Features

- » Data Recovery
- » Wireless Network Installation
- » New Computer Installation
- » Memory Upgrade Installation
- » HD TV Installation
- » Broadband Repair or Install
- » System Tune Up
- » Printer Service
- » Spyware Removal
- » Handheld Device Support
- » Software Training
- » Server Support
- » VOiP Support

Remote Tech Support

Leveraging the latest virtual support programs, Ocenture's premium Technology Support can resolve most technical issues remotely in minutes. Available 24 hours a day, seven days a week, our technicians are able to connect to the computer using a secure, encrypted connection. The member can disconnect the technician at any time with a click of the mouse, and once a support session is terminated, our technicians cannot connect to the computer again without permission.

Features

- » Software Installation
- » Operating System Issues
- » PC Maintenance
- » Digital Music Problems
- » Printers/Scanners
- » MS Office Issues
- » Internet/Email Issues
- » Virus/Spyware Removal
- » Data Backup
- » Diagnostics
- » Handheld Devices

Online Data Backup

Is a secure online backup service that is a reliable, secure and an automatic way to protect music, photos, videos, presentations, emails and other precious files. Protect against a theft, a hard drive failure, fire or even just an accidental user error. Online Data Backup eliminates this problem completely by providing a simple, secure and robust cloud based backup solution. Online Data Backup gives members the ability to access files on any computer. Members can even access it on the go from their mobile device and if changes are made to any files, the updates will automatically be backed up. Online Data Backup takes it one step further by giving members the ability to share their files securely with those they wish, by providing access rights for a specific file, a folder of files, a photo album or a music catalogue.

Features

- » Keep files up to date on all computers
- » Access files anywhere, anytime from any device with an internet web browser
- » Encrypts all files to ensure they are secure
- » Multiple computers
- » Files are backed up automatically
- » Peer-to-peer file sharing
- » 250 GB of storage



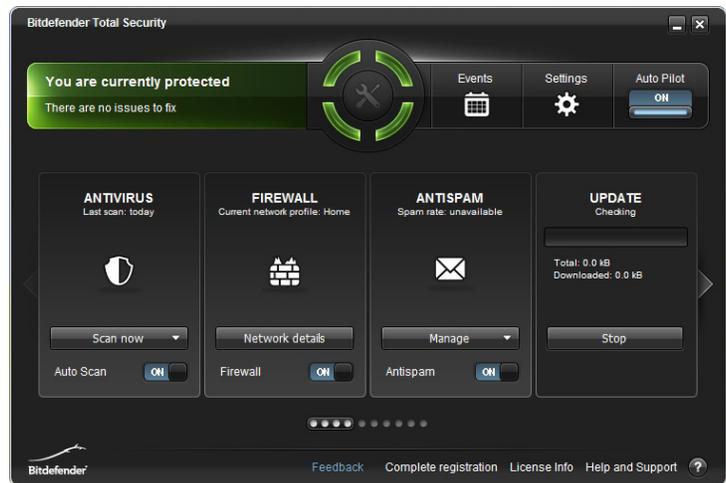
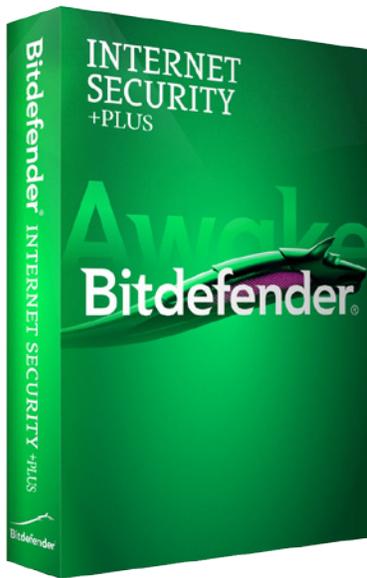
Professional Technical Assistance Anytime, Anywhere

Antivirus / Anti-Spyware Software

Ocenture's Technology Support solution wouldn't be complete without the very best in antivirus and internet security software. Bitdefender provides complete antivirus and anti-spyware protection as well as a software firewall, chat encryption, anti-spam protection and other valuable tools.

Protect your customers from:

- » Viruses
- » Worms
- » Spyware
- » Hardware Loss
- » Phishing
- » Password Theft
- » Trojans
- » Data Theft



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Ocenture is an industry leader in private label product development, support and implementation. The Ocenture system offers highly customized solutions to increase sales, profit opportunities and retention rates. Our clients include many of the top home security companies, direct selling companies, credit card companies, national insurance companies, affinity groups, national associations, and marketing and sales organizations.

