



Whole Home Technology Support

PC's | Laptops | Tablets | Smartphones | WiFi | Digital Cameras | Printers | Cloud | Software | & More



Ocenture

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Features & Benefits



Changing the way you think about technology issues.

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.



Remote Technology 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.



Self Help Database

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



Antivirus / Anti Spyware Software / VPN

Our solution protects users from millions of known computer viruses and guards against the ever-growing risk of dark web cyber attacks.



Data Backup

Manage and monitor your secure backups using zero knowledge password technology on the devices you wish to backup and sync.

IOT - Internet of Things

The Internet of Things will change the way everyone manages technical decisions and support. Supporting the connected home and office will revolutionize and inevitably complicate our lives. Ocenture's U.S. Broad Based technical support program offers support for many of the devices we rely on to manage our lives.

e·merg·ing tech·nol·o·gy

New technologies that are currently developing or will be developed over the next few years and will substantially alter the business and social environment.

As technology emerges, how will anyone keep up with the thousands of changes and enhancements to these new technologies?

Troubleshooting fixes and hardware irregularities waste valuable time. Ocenture "Level 3" technicians help members save time with our "1 and Done" tech support solution.

01

Connected Home

It is projected by PC Magazine that each home in by 2023 will have over 50 connected devices. ximilia con ex eum etsiba.

02

83 Billion +

By the year 2024 the total number of connected devices will reach over 83 billion.

03

Not Tech Savy

87% of the people surveyed said that they wish they were more tech savvy to deal with the smart home.

Remote IT Support

Leveraging the latest virtual support programs, Ocenture's Premium Technology Support can resolve most technical issues remotely in minutes.



Live Technicians

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.

- 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



Self Help Solutions

Our self help knowledge base system provides anytime access and flexibility to connect to all available knowledge sources and delivers immediate relevant technology resolution for the technology search.

Our self help knowledge base services include guidance and support for over 150,000 technology topics and resolutions. Our self help system provides technology resolutions from many of the top hardware, software and training manufactures.

What We Fix

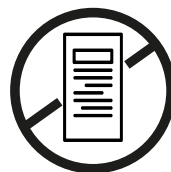
Our plan covers all technology not just registered technology. Some companies require members to complete long register forms and proof of purchase before fixing or repairing a technology device. With our plan all technology is covered regardless of purchased date.



**All your tech
is covered**



**No device
registration**



**No receipts
to keep or track**



**No limit on
number of calls**

Supported Devices

Home Entertainment

- Televisions
- Sound Bars
- Android Streaming Devices
- Smart DVD Players
- Smart Blu-Ray Players
- Gaming Remotes
- And more!

Smart Products & Wearables

- Smart Speakers
- Smart Thermostats
- Smart Smoke & Carbon Monoxide Detectors
- Smart Door Locks
- Smart Video Doorbells
- Smart Light Dimmers
- Smart Watches
- Smart Home Security Cameras
- And more!

Office Products

- Desktop Computers
- Routers and Modems
- Mouse & Keyboards
- External Hard Drives
- Printers
- E-Reader Tablets
- External Monitors
- Tablets
- Laptops
- Mobile Phones
- And more!

Bitdefender Anti Virus & Spyware Solutions

Award-Winning Cybersecurity You Can Trust And Rely On. Ocenture's Technology Support solution provides the very best in antivirus and cyber safety solutions. Bitdefender provides complete antivirus, anti-spyware, VPN, software firewall, chat encryption, anti-spam protection and many other valuable tools.



Viruses

Spyware

VPN

Phishing

Password Theft

Hardware Loss

Worms

Trojans

Data Theft & More

Data Backup



Backup

Never lose a file, folder or version of your document again. Automatically back up the things you need, on your schedule.



Sync

Easy sync makes it simple and worry free to sync files and data across multiple devices.



Collaborate

Create unlimited password-protected share rooms and send folders or files to collaborate with colleagues.

Redundant, Multi-device, Backup's

Redundancy integration means that if a version of the same file exists the 2nd (3rd, or 4th) file doesn't use additional storage space. Our system internally detects the redundancy in these situations and saves online storage space which reduces the overall cost of using our data backup services.

Additionally, all historical versions of any redundant document will upload with much greater speed, saving valuable time. All data and files are saved in real time throughout your data backup network and will sync across all the devices tied to your backup network. This works across all platforms: Mac, Linux, and Windows.

Zero Knowledge Cloud Solutions

Privacy is very important. That's why our system was created with a Zero Knowledge platform. Zero Knowledge means that your data and passwords are 100% private and only readable by you. No plain text data, no keys, or file meta-data is ever stored on our servers. These measures ensure absolute confidentiality of your data regardless of who is requesting or trying to access it. Zero Knowledge is the most reliable way to protect your privacy.

Easy to Use Data Backup Platform

In-transit password encryption over SSL, and cloud stored in encrypted state

Privacy Matters: cloud hosting with Zero Knowledge Data Backup.

Sync & share files across multiple platforms and devices

View & download data across your backup network including files from your Mac, PC, and/or Linux machine

What is Zero Knowledge

Zero Knowledge is a unique system created key that allows the member and only the member to read and decipher data once it is decrypted. When a file is encrypted using the members Zero Knowledge key this is what we see.

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B4 64 34 AE 8B 42 25 6C D6 9E 59 8B 22 A1 2A 07 BB 34 A2 B9 B3 8F 59 27 E4 13 45 44 2F 1A 1E A1 01
9B 88 7D 0C E1 07 4E B5 59 92 E4 5C C1 8C 64 10 3C 5D 4D 2C 29 D7 16 4B D0 51 33 68 D4 57 EB 01
0A 71 DA 0C 46 70 D2 85 9F 71 0A 41 93 7A 2F 88 D9 18 AE 8B 42 25 6C D6 9E 59 8B A6 48 67 1E 37 FC
59 55 85 79 E5 37 FD A4 B0 C1 3C 95 CC 03 DF BC B6 1B E7 CB 8B 05 05 E3 94 71 2A A4 DA C1 32 B2
31 34 AF B2 50 B1 44 CF 64 ED 5F AD D7 74 B2 5D 8C 03 9E 66 B2 9C 15 6B 1B 90 22 FF 98 15 10 6A 37
3F 43 2A E1 C2 C2 14 B4 7E 80 DB 35 CD B6 0C 46 70 D2 85 9F 71 0A 41 93 7A 2F 88 D9 18 AE 8B 42 25
6C D6 9E 59 8B A6 48 67 1E 37 FC 59 55 85 79 E5 37 FD A4 B0 C1 3C 95 CC 03 DF BC B6 1B E7 CB 8B
05 05 E3 94 71 2A A4

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Cant read it? That's the point. Using true zero knowledge protects data more securely. Once files are encrypted with the members key, this is the only thing stored on the backup servers – just blocks of indecipherable crypto text.

Whole Home Technology Support

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.

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