

Consumer Computer Services



The number of threats to a PC has exploded. There are multiple forms of “malware” attacking PCs today—Spyware, Pop-ups, viruses, worms and rootkits. The software security industry has responded to this problem by building many products to counter each type of threat—Major security vendors such as Symantec and McAfee have separate Anti-Virus, Anti-Spyware and Pop-up blocker products. To get the best protection, a PC user today has to install best of breed products from multiple vendors. Often, they have to use multiple products to effectively address a single threat; for example, they might use as many as three distinct anti-spyware products to ensure that their computer is free of spyware. After installing these products, they have to ensure that these products are updated regularly. The technological sophistication required for effectively securing a PC is outside the capability of an overwhelming majority of home and small business users.

What consumers and business professionals need is not a large group of disparate products but a service where a qualified professional can take care of their computer’s security in a transparent manner. Computer Plus’s clean machine for home and small businesses maintains their PCs in a reliable and secure manner and at a low price. Computers Plus offers preventive and emergency PC security services that are delivered remotely out of our Tech Centres. Our remote service model is unique in the market and provides a low-cost model that is hard for our competitors to emulate.

Pricing

Computers Plus’s clean machine service is available at a price of \$19.95/month. If a customer signs up for a year, they get a discounted price of \$125 for twelve months.

| | Computers Plus clean machine | GeekSquad Online |
|---|--|--------------------------------|
| Advanced Diagnostic and Repair | \$125. We do it every month. (12 times) | \$229. They do it once. |
| ➤ Complete Audit | ✓ | ✓ |
| ➤ Find causes of crashes, lock-ups, slowness, internet problems | ✓ | ✓ |
| ➤ Repair OS issues | ✓ | ✓ |
| ➤ Remove all spyware, viruses, adwares | ✓ | ✓ |
| ➤ Install critical updates | ✓ | ✓ |
| ➤ Perform optimization for faster computer speed and better performance | ✓ | ✓ |
| ➤ Install security and privacy software | ✓ | ✓ |
| ➤ Makes sure computer is protected and operating properly | ✓ | ✓ |
| ➤ Provide recommendations for upgrades or repairs | ✓ | ✓ |
| ➤ Remove unnecessary clutter | ✓ | ✓ |
| | Computers Plus clean machine | GeekSquad Online |
| Additional Services | \$35 each | \$99.00 each |
| ➤ Software install | ✓ | ✓ |
| ➤ OS install | ✓ | ✓ |
| ➤ Network troubleshooting | ✓ | ✓ |
| ➤ Wireless Security setup | ✓ | ✓ |
| ➤ ISP troubleshooting | ✓ | ✓ |

Our Benefits

Computers Plus clean machine is the:

- ✓ **Safest**
More safeguards than any other solution and no strangers visit your home or office
- ✓ **Cheapest**
1/12 the cost of GeekSquad. Plus all the free stuff we’ll provide makes up for the cost
- ✓ **Highest Quality**
We keep problems from occurring in the first place
- ✓ **Fastest**
No need to talk to anyone and you don’t need to do anything

We keep your PCs, laptops or computers running safely, quickly and frustration free.



Our Services

- 1. Initial Cleanup**—The first time you sign up for the service, Computers Plus’s clean machine technician connects to your PC remotely and uses sophisticated antivirus, anti-spyware and other security software application to clean your computer. They also install and use these applications on your PC so that it stays protected from future attacks. These security applications can either be free anti-malware applications such as AVG Antivirus and Ad-Aware anti-spyware, or commercial software such as Symantec or McAfee antivirus.
- 2. Regular Preventive Maintenance**—Following the initial cleanup, Computers Plus’s clean machine technician connects to your PC every month at a pre-scheduled time to update your computer with the latest security software, and to make sure that your computer is completely clean and performing optimally. The visits are at night when you are not using the computer and does not require any action on your part. All you have to do is leave the computer on overnight and your computer is protected by the latest security software and is performing optimally by the next morning. Computers Plus’s clean machine technician provides you with a report explaining what they found after each scheduled “virtual” visit.

Security and Privacy Process

The clean machine service is preventive in nature, which means that after the first cleanup, we make sure that the customer’s PC always stays safe and runs at its highest performance level. Based on our security procedures, and our insurance and audit program backed by AIG, the world’s largest insurance company, it is the safest way to service PCs and laptops.

In order to ensure the customer’s privacy, we provide our customers with four additional levels of security.

- **System Level:** Our concierges limit their access to applications which are most vulnerable to malware. They don’t access the customer’s data at all.
- **Activity Level:** Every action and keystroke performed by our concierges is recorded. We leave a detailed log file of these actions on the customer’s PC and the customers can see what we did. In addition, this log file is also stored at our servers which our concierges can not modify. The concierges face severe consequences if caught violating a customer’s privacy. This provides the customer with a level of privacy that they don’t get when they invite a computer technician to their home or leave their computer at a retail store for cleanup.
- **Physical Level:** Our facilities and infrastructure are ultra-modern and secure. No one gets in or out without passing numerous security checkpoints and tests. In addition, the computing and network infrastructure is protected by the latest security technologies.
- **Employee Level:** All of the technicians undergo rigorous background checks and ongoing oversight. All are highly trained in their fields and value their career choice.

We have invested a great deal in developing proprietary processes which are tailored to meet the needs of each client. All technical support personnel are well versed with these process frameworks and will adhere to them.

The monthly preventive maintenance activities which are performed as part of our proprietary processes include:

- Remote Desktop sharing
- Antivirus installation/configuration
- AntiSpyware installation/configuration
- AntiAdware installation/configuration
- Workstation hardening
- Unnecessary process removal/recommendation for removal
- RAM/CPU usage evaluation
- Workstation event viewer checking
- System inventory report checking
- Web Browser – Security settings configuration
- Web Browser – Pornography filter settings configuration
- Scandisk execution
- Hard disk defragmentation
- Unnecessary applications checking/recommendation for checking
- Unnecessary temporary files deletion/recommendation for deletion
- Our customers get a report e-mailed to them the morning after the service.
- We can also provide quick fix solutions to specific PC related problems for other than those we perform regularly.