

Cynergic Desktop Management Key Benefits

- Gain Unlimited Access to Friendly Knowledgeable and Dedicated Engineers who are Available to Assist Your Team Night and Day at any Location
- Maximize End User Efficiency, Productivity, and Satisfaction
- Empower End Users and Increase Technology Confidence
- Decrease Problem Resolution Time and Overall Technology Frustrations
- Optimize Desktop Performance with Regular Maintenance and Monitoring
- Ensure Predictable and Transparent IT Support Costs as Your Organization Grows and Changes
- Enable Key IT Personnel to Focus on Strategic Projects Instead of Computer Issues

Your Business ICT Needs

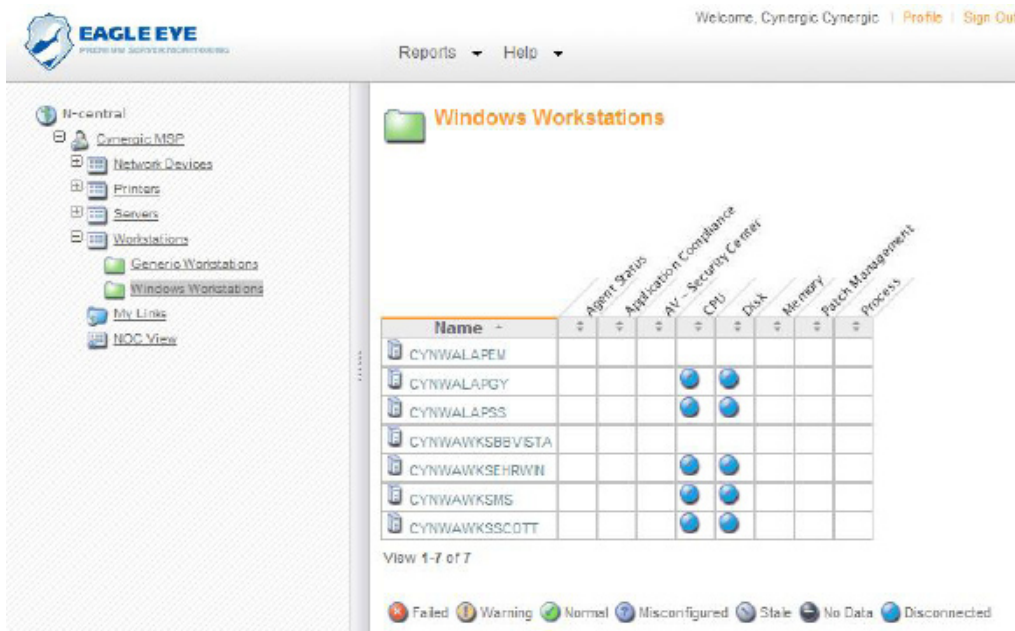
The growing complexity of today's business desktops, combined with an increasingly mobile and distributed work force and escalating end-user expectations – have made it extremely challenging for today's businesses to support their users. Simply put, today's work force demands the highest levels of service and support regardless of location or time of day.

Maintain Control

Cynergic has the ability to access the complete global desktop environment of its customers through a single "portal". Powered by the Cynergic Desktop Management System, Cynergic has complete visibility into hardware and software assets, allowing for unmatched levels of desktop management and service to end users on a consistent basis. The Cynergic Desktop Management System allows greater access to your computer inventory and provides more control for easier purchasing, upgrading, maintenance, and budgeting. This tool enables Cynergic to ensure all your desktops have the most recent critical software patches, proper software licenses, are secured with updated Microsoft Security Patches, and updated anti-virus software.



Fact: Cynergic Tracks End User Satisfaction on a Daily Basis and on Average our Users Give 97% Positive Feedback About Their Experience with one of our Engineers



The screenshot shows the Eagle Eye Premium Server/Resource Manager interface. The top navigation bar includes 'Welcome, Cynergic Cynergic | Profile | Sign Out' and 'Reports Help'. The left sidebar shows a tree view with categories like 'N-central', 'Cynergic MSP', 'Network Devices', 'Printers', 'Servers', 'Workstations', 'Generic Workstations', 'Windows Workstations', 'My Links', and 'NOC View'. The main content area displays a 'Windows Workstations' report with a table of workstation details.

Name	Agent Status	Application Compliance	AV - Security Center	CPU	Disk	Memory	Patch Management	Process
CYNWALAPEM								
CYNWALAPGY				●	●			
CYNWALAPSS				●	●			
CYNWAWKSBEVISTA								
CYNWAWKSEHRWIN				●	●			
CYNWAWKSMS				●	●			
CYNWAWKSSCOTT				●	●			

View 1-7 of 7

Legend: Failed (red X), Warning (yellow triangle), Normal (green circle), Misconfigured (blue circle), Stale (grey circle), No Data (black circle), Disconnected (blue circle with slash)



PC Management

PC Management for All Small Business Needs

- Silver - Provides unlimited live support to Microsoft Windows & Office, email, 3rd party applications and software, and Internet connectivity. Our basic plan ensures that all of your desktops receive recommended maintenance and security.
- Gold - Offers unlimited remote control and phone support, plus this plan brings an added level of maintenance to your computers with unlimited after hours support.
- Platinum - Includes unlimited remote control and handheld support along with an anti-virus license with the added security of unlimited after hours support.

Cynergic provides a complete solution for supporting and managing the overall health of each computer in your company. Cynergic’s support plans ensure that your computers are functioning properly, protected, and secure against technology threats and disasters. Computers are in your office to help you run more efficiently and Cynergic ensures that is possible around the clock.

Cynergic offers the following three plans:

PC Management Prices monthly per computer (ex gst)	Silver \$49	Gold \$59	Platinum \$69
Support			
Unlimited Phone Support	X	X	X
Unlimited Remote Control Support	X	X	X
Unlimited Onsite Support (CBD)			X
Emergency After Hours Support (6pm-8am M-F, Sat/Sun)			X
Priority Level Support			X
Maintenance			
Online Asset Management	X	X	X
Online Ticket Management	X	X	X
Online License Management	X	X	X
Automated Desktop Optimization Management	X	X	X
Automated Spyware & Adware Removal	X	X	X
VPN Client Management	X	X	X
Security			
Anti-Virus Software Management	X	X	X
Software Patch Management	X	X	X
Desktop Anti-Virus License			X
Cynergic Best Practises		X	X