

The Total Guard Protection Program

Imagine a world where you never had to worry about your computers. A place where you know that your computers are being looked after, and that any issues are being addressed before they become problems. Where backups, antivirus, and patch management are all taken care of, allowing you to concentrate on running your business instead of fixing or maintaining your computers.

Why do you need Total Guard Protection?

Do you remember what it was like when you first bought your computer? Remember how fast it was? **Total Guard Protection** is a preventative maintenance plan to keep your computer systems running like the day you purchased them. We created the **Total Guard Protection** program because our clients were paying us to bring their systems back from failures. So we asked ourselves, why not stop them from failing in the first place?

Total Guard Protection also provides direct access to our helpdesk where support staff can solve many technical issues remotely and in the shortest time possible! Our quick response coupled with a preventative maintenance plan can significantly improve productivity and computer reliability, while ensuring that you have predictable **fixed monthly costs** for your computer expenses.

What is Total Guard Protection?

The **Total Guard Protection** program provides nothing less than peace of mind for businesses. Designed specifically for small and medium sized businesses, the **Total Guard Protection** program removes the worry of wondering whether your computers are working properly.

CPG Systems' **Total Guard Protection** package keeps your servers, workstations, laptops optimized and secure by performing daily, weekly and monthly maintenance. **Total Guard Protection** packages include:

- Real-Time Monitoring – Monitor computer components for performance issues in real time
- Anti-Virus Management – A total anti-virus/spyware package. Stay safe while surfing
- Backup / Disaster Recovery – Back up your data and keep it safe
- Microsoft Updates – Stay up to date with security patches and fixes from Microsoft
- Disk management - Perform hard disk maintenance on a regular basis
- Asset Management – Know what your computers have, and where
- Remote Tech Support – Need help? We can be there in a flash to help out
- Executive Reports – Monthly or quarterly reports let you know what's going on

Are there any guarantees?

Your total satisfaction is guaranteed. If at any time you are not completely satisfied with our **Total Guard Protection** service, just let us know. No strings attached. In fact, we'll even help you make the transition away from Total Guard (but honestly, we don't know why you would). That's how confident we are that you will be delighted with our support and services.

What's included?

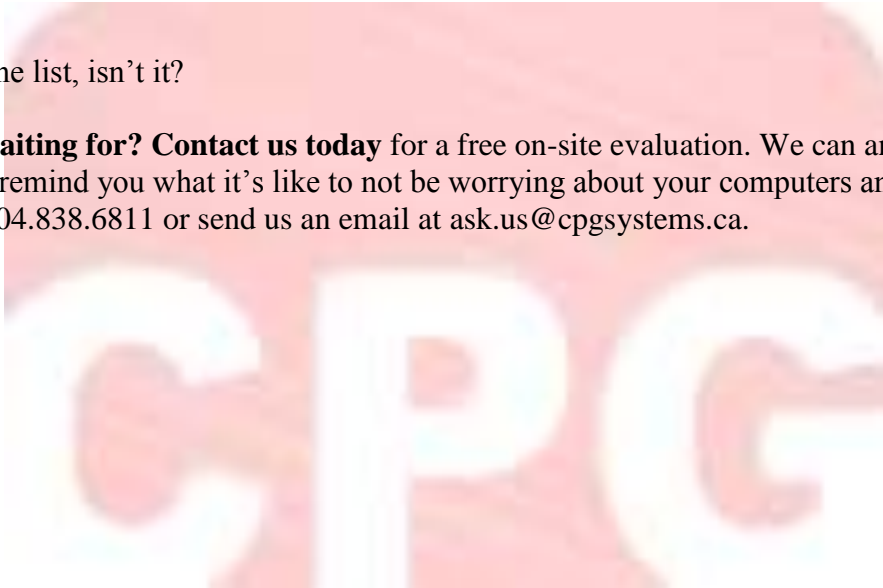
It's a pretty long list and one of the most comprehensive in the IT industry – just look at our competitors and see for yourself. And the best part is that if you have special requirements, we can even tailor a package to suit your specific needs! All for a **fixed monthly price**, so you'll always know exactly what your computer expenses will be like every single month. **Package options include:**

	Total Guard Gold	Total Guard Platinum	Total Guard Diamond
Computer Support			
– 15 min. Remote Support/ mo.	✓	✓	✓
– Unlimited Email Support	✓	✓	✓
– Discount on Support Services ⁱ	✓	✓	✓
– 30 min. Remote Support/ mo.		✓	✓
– Monthly Site Visit		✓	✓
– Spare Computer Onsite ⁱⁱ			✓
– Unlimited Onsite Support			✓
Computer Security			
– Managed Anti-Virus	✓	✓	✓
– Managed Anti-Spyware	✓	✓	✓
– Security/ Update Patches	✓	✓	✓
– Data Backup ⁱⁱⁱ		✓	✓
– Bare Metal Backup ^{iv}			✓
Maintenance			
– Disk Defragmentation	✓	✓	✓
– Temp File Cleanup	✓	✓	✓
– S.M.A.R.T Monitoring ^v	✓	✓	✓
– Disk Space Checking	✓	✓	✓
– Hard Drive Surface Scan		✓	✓
– Annual Tune Up		✓	✓
– Custom Service Monitoring ^{vi}			✓
– Software Deployment			✓
– User Management			✓
– Exchange Management			✓

	Total Guard Gold	Total Guard Platinum	Total Guard Diamond
Management			
– Hardware/Software Inventory	✓	✓	✓
– Quarterly Reporting	✓	✓	✓
– Monthly Reporting		✓	✓
– Quarterly Business Review		✓	✓
– Printer Management			✓
– Discount on Extra Services	✓	✓	✓
– Service Level Agreement	Optional	Optional	Optional
Price	Call	Call	Call

Wow, that’s quite the list, isn’t it?

So what are you waiting for? Contact us today for a free on-site evaluation. We can answer any questions you may have, and remind you what it’s like to not be worrying about your computers anymore. To book an appointment, call 604.838.6811 or send us an email at ask.us@cpgsystems.ca.



ⁱ Support services defined as items not covered by service agreement. Contact us for more details.

ⁱⁱ CPG will maintain one working spare computer per 15 client computers at client site to minimize potential downtime

ⁱⁱⁱ Data backup includes 5 GB of storage space, backs up data only

^{iv} Bare metal backup takes a “snapshot” of your hard drive for quick restore from a catastrophic failure. Storage charges apply

^v S.M.A.R.T. enables predictive failure testing. Not available on all hard drives

^{vi} Monitor critical services on your computer or server such as web or network services