



**Guard**<sup>TM</sup>  
**n**

## Remote, Remote Plus, and Elite

In today's soft economy there are many hard decisions such as the best way to spend your IT budget and strike the right balance between on-site, remote, and self-assisted support services.

Superior IT maintenance and support positively impacts productivity, the delivery of products and services, client satisfaction, and revenue growth.

OnGuard streamlines the IT infrastructure maintenance and support process, fills the gaps in coverage, drives workforce productivity, and allows you to minimize and control costs anywhere and at anytime.

There are no menus, long wait times, dropped calls, or re-routings. OnGuard Remote resolves computer, server, and network issues via remote control software.

### Features:

- One click, chat-initiated remote access sessions eliminate menus and streamline resolution
- Executive, dial-in phone support
- Proactive, around-the-clock monitoring, preventative maintenance, re-configuration, and re-installation
- Applying service packs, updates, and SW/HW upgrades
- Checking applications, log files, HW stability, and hard disk space
- Checking permissions and security
- **Remote Plus**-Optional on-site support at an hourly rate
- **Elite**-Optional bundled rate for remote and unlimited on-site support

### Benefits:

- **24x7x365** service ensures business continuity
- **Fixed pricing** no surprises after contract signature
- Remote control access and proactive IT support accelerate problem resolution and eliminate user frustration
- Outsourced services minimize and control costs
- Enterprise-grade performance at **affordable, middle-market pricing**

To make arrangements for a briefing on SaberSource's diversified service offerings,