



Aussie *Mobile* PC DOCTOR

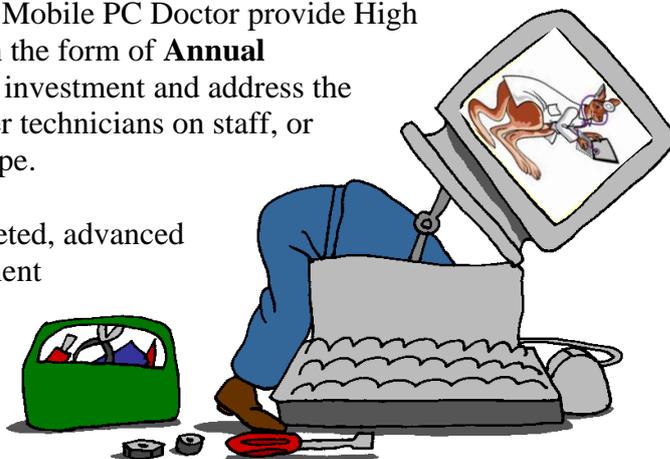
we come to you



Preventative Maintenance Service Programs

As Melbourne's Premium IT Service Provider, Aussie Mobile PC Doctor provide High Quality Preventative Maintenance Service Programs in the form of **Annual Maintenance Contracts** to protect your businesses IT investment and address the needs of businesses that do not have qualified computer technicians on staff, or as a complimentary service to your existing IT landscape.

After the initial **Risk Management Analysis** is completed, advanced equipment maintenance, data backup, external component cleaning, network security and software updates are administered on a scheduled basis. By following these procedures clients can greatly reduce the risk of expensive and frustrating data loss or hardware failure.



The overall goal of our Risk Management Analysis is to ensure that your business can be up and running within 24 hours of a serious disaster, for example, hard drive failure, PC failure, theft or worst case scenario, an office fire where all machines are destroyed. If your existing IT infrastructure cannot ensure this, call us today, tomorrow may be too late!

The following information represents just some of the procedures of a typical **Preventive Maintenance Program**. In addition we also provide **Pre-Paid Service Hours** for all our clients. Special one-off contracts tailored specifically to your IT needs can also be arranged upon request.

Data Backup

There are two reasons for data loss; either there was no backup or the media used failed to successfully capture the data. To reduce the possibility of data loss we require clients to maintain backups on either flash drives, external hard drives and preferably also in the cloud. Tape drives and CD-RW have a high rate of failure and should not be used to protect mission critical information.

In the event of a system failure, backed up data can be used to restore critical files, achieving minimal downtime & data loss.



Anti-Virus Protection

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Clients are advised to maintain a current version of anti-virus software. Systems will be configured to automatically perform virus definition updates and perform full system virus scans weekly. Most anti-virus software can be configured to scan in-coming and out-going emails, the most common method of virus transfer. Anti-virus settings and definition files are verified during each service visit to ensure that data is protected from virus damage. We can advise on the right product for your business.

Firewall Protection



Personal Firewalls keeps personal data in and hackers out. Right out of the box, it makes your PC invisible on the Internet so that hackers can't find it. A good firewall will have an intelligent Intrusion Prevention Technology to block suspicious Internet traffic and privacy controls to prevent personal information from being sent out without your knowledge.

External Component Cleaning

External components such as keyboard, mouse and monitor are hygienically cleaned of dust and debris. Connections to surge protectors or UPS are also checked.

Software Updates & System Optimisation

Operating System updates and Security Patches are downloaded and installed to ensure that your system has the most current and secure version of the Operating System software. Internet browser software updates or upgrades are performed as software changes become available.



Updated component drivers are installed as they become available or are required by system changes. Hardware configurations are checked to be sure that they are operating efficiently and without conflict with other components.



Defrag and Scan Disk maintenance programs are run to detect any problems that your hard drive may have. Hard drive file organization is checked and any misplaced files are moved to their correct data folders. Any temporary or unneeded files are located and removed.

Pre-Paid Service Hours

As a participant in one of our AMC programs you are liable to receive **Special Discounts** on unscheduled call-outs in the form of **Pre-Paid Service Hours**. Giving you peace of mind should you have a computing problem outside of your contractual agreement.

Pre-Paid service hours can be purchased in advance to cover any unforeseen problems within your computing infrastructure. Prepaid Service Hours can be used for such items as non-scheduled service calls, telephone support, general consulting and even for your home computing infrastructure.

If you need more information, or would like a **FREE** consultation to discuss your computing needs further, or require a specific one-off contract tailored specifically to your needs, please call on **0491 665 546**, visit our website at www.aussiemobilepcdoctor.com or email info@aussiemobilepcdoctor.com



Kind Regards

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MCSE, RHCE, CCNA

