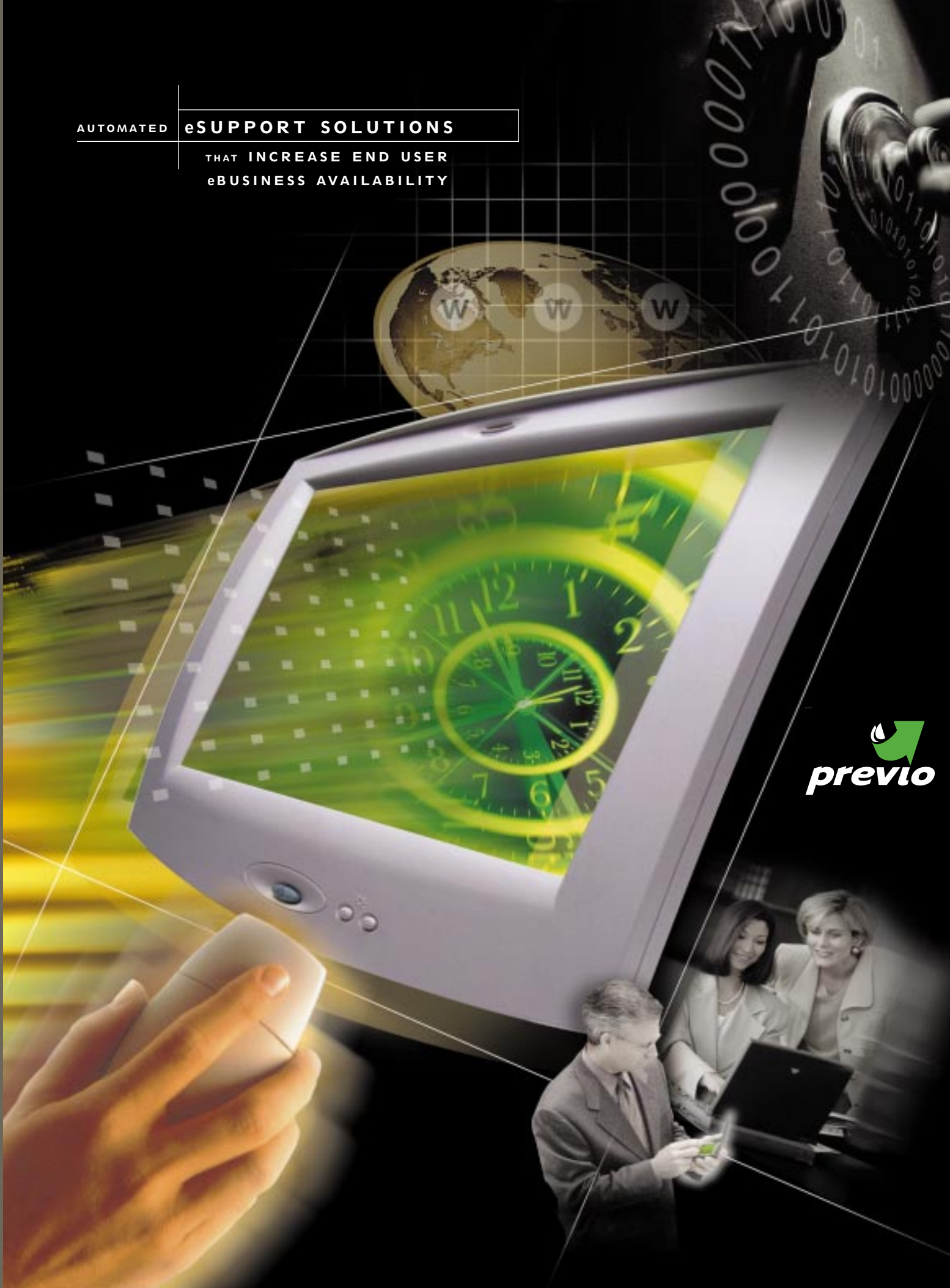


AUTOMATED

eSUPPORT SOLUTIONS

THAT INCREASE END USER
eBUSINESS AVAILABILITY



REMOTE USERS

Full support for dial-up PCs and other wireless PDA devices



Dial-up Connection

REPOSITORY



Central information repository with snapshot of all data and 24 by 7 accessibility

REMOTE OFFICE



NETWORK



NETWORK

eSupport Essentials enables time and date specific snapshots of changed hard disk content



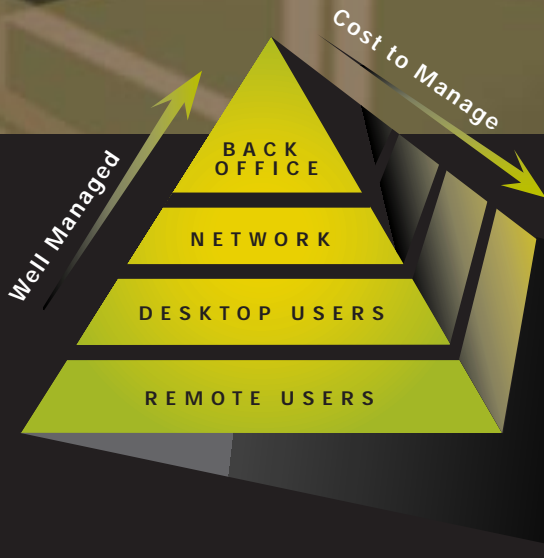
USERS

User or helpdesk initiated access to the central repository



HELPDESK

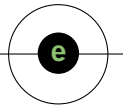
Support personnel can remotely access, repair and rollback end-user systems



End user computing devices provide one of the biggest and most costly management challenges in the extended enterprise. Previo eSupport Essentials was specifically designed to help increase management and availability of such systems, while reducing support costs and resources.



THE SOLUTION e SUPPORT



Previo's solutions automate critical IT support tasks and transparently return inoperable desktops, laptops and mobile computing devices to a working condition. The solution instantly eliminates system, application and data problems, lowers help desk and escalation calls, and reduces support costs. The result is increased availability of end-user computing devices, which are key enablers for eBusiness continuity.

Previo's eSupport solutions provide a one-step approach to solving computer system problems. With Previo eSupport Essentials™, end-users, helpdesk personnel and IT staff can solve problems automatically - regardless of their location or technical skills. An inoperable system can instantly be returned to a pre-problem condition by recalling the operating system, applications, custom preferences and / or settings. Additionally, Previo's eSupport solution preserves any corporate information assets or personal data files that may have otherwise been lost due to a system or hard drive failure. This dramatic breakthrough improves an organization's ability to instantly solve a large variety of critical "back in business" computing problems.



The bottom line: Just fix it with Previo and dramatically improve your ability to keep local and remote end-users in business.

When you move at the speed of eBusiness, you need a whole new breed of support

THE PREVIO

e SUPPORT SOLUTION

Previo's flagship product - eSupport Essentials - provides complete self-help and remote-assisted solutions for end-user computing devices. The product takes regular snapshots of changes in a system's hard disk and stores the information compressed in a network repository. End-users can automatically and transparently roll back to a pre-problem condition at any time, resolving their own problems without involving the helpdesk, reducing costly "first calls" and support escalations. Alternatively, support desk personnel can remotely access distributed end-user devices for detailed diagnostics or to selectively rollback a users system - all without expensive visits. Rather than exhausting valuable resolution time to pinpoint and resolve a problem, eSupport Essentials automatically rolls a user's PC back to a working state while preserving their most current data.

EXECUTIVE BENEFITS

- Assure optimal uptime for end-user computing devices as part of the eBusiness delivery process
Increase service levels and satisfaction of end-user communities, diminishing problem escalation to senior management
Maximize the return on investment of employees and computing device investments
Secure end-user computing devices, which represent one-third of your corporate data assets
Provide cost-effective 24 by 7 support for end-user communities

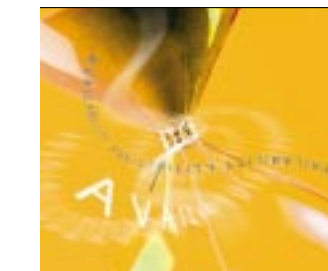
BUSINESS BENEFITS

- Significantly reduce IT workload by streamlining system recovery and support processes for end-user devices
Preserve IT support services by automating resolution of a wide range of end-user problems
Increase help desk first call resolution by easily recovering a lost file or preference setting
Improve help desk problem close ratio and eliminate service level agreement violations by rapid roll-back of any system to a pre-problem state
Effectively support a large number of personalized end-user systems
Save time and easily migrate users to new PCs and other mobile devices by transparently transferring their user data and customized settings

END USER BENEFITS

- Eliminate the impact of system, application or user data loss on productivity and revenues by reducing downtime and expediting support and recovery processes
Exploit Internet technology to get users back on-line quickly and efficiently in a 7 by 24 service mode
Provide an easy-to-use, instant-result resolution that eliminates waiting for assistance from support personnel
Automatically maintain all user data and settings, eliminating hours, days or weeks of work following the recovery of a failed system

Previo's mission is to deliver eSupport solutions that radically improve availability and reduce management costs of end-user computing devices - key enablers for eBusiness continuity. Previo's innovative approach radically improves end-user uptime and service levels while dramatically lowering related support costs and efforts.



Welcome to the digital economy-a place where technology innovations and eBusiness implementations are pushing the limit of end-user computing. How do you keep all local and remote user systems running at maximum uptime, while problems are escalating? This concern is further complicated by the increased importance of desktops, laptops and mobile computing as key enablers of your eBusiness continuity. End-users have raised their expectations to 24 by 7 high availability and instant resolution of any system problem. The solution is the automation of support tasks that rapidly resolve end-user computing problems.





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