

There's A Better Way...

PCI Validated Remote Monitoring

Still Having To Call When There Is A Problem With Your POS System?



Proactive Monitoring and Alerts Provides Better Information for Better Support

Downtime is something that no business can afford.

Virtual Technician provides proactive alerts and information as to the health status of your point-of-sale system. Instead of you calling and playing twenty questions, our technicians will have the right information thus keeping you from having to call and disrupt focusing on your business..

Today business owners are under pressure to keep their business more profitable than ever. Time on the phone is time away from customer and your employees. Virtual Technician's remote monitoring provides proactive alerts and access to system information that results in faster response and faster resolution—sometimes before you even know there is a problem. .

"Trustwave has determined that the installation of Vigilix Version 3.8 will not negatively impact a merchant's PCI compliance. Specifically, the method of remote access Vigilix Version 3.8 provides meets the PCI-DSS Requirements for two-factor authentication."



"Critical Vigilix alerts often require timely action to prevent potential business disruption. These alerts may occur at times when a customer location is unoccupied or no one is available to assist a support technician."

- **Eliminate or reduce calls made to Help Desk**
- **Allows Help Desk to institute preventative support steps**
- **Spend more time focused on your customers and your business**
- **Proactive alerting for processes that impact financial transactions, security and PCI compliance.**
- **PCI validate support tool.**

PCI COMPLIANT REMOTE MONITORING

Built specifically for POS Support Providers, Vigilix's Virtual Technician provides out of the box capabilities for remote monitoring of POS application and hardware.

PROACTIVE ALERTS

Proactive alerts allow support technicians to resolve issues before they become problems that impact your business.

SYSTEM MONITORING

Access to system information and system changes puts technicians in a better position to diagnose and resolve issues more efficiently.

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Service Features and Benefits

REMOTE MONITORING

Vigilix's Virtual Technician offers remote monitoring of customer systems and terminals, allowing for valuable proactive support services.

DELIVER WORLD CLASS AND PCI COMPLIANT SUPPORT USING ONE SOLUTION

Using Vigilix Virtual Technician you can have a new level of world class, proactive support safe with the knowledge that a PCI validated solution is being used.



Vigilix is 100% dedicated to the Point-of-Sale industry. As the single solution for POS monitoring, alerting, remote control and offsite backup, Vigilix provides Help Desks with a cost effective way to offer world-class support services to their customers.

Vigilix's Virtual Technician provides Help Desks with:

- Proactive monitoring and alerting for:
 - POS applications issues
 - POS environmental changes
 - POS hardware issues
- A tool to protect customers from issues that could:
 - Have a financial impact (failed credit card batching)
 - Negatively effect the customer experience
 - Impact PCI Compliance

System Information

Remote Monitoring, Remote Control Interface

requirements

- Internet Explorer 5.5 or higher
- Remote Control requires installation of a viewer

Online Backup will run in any Windows 2000/XP/2003/VISTA/2008 system (can be manually installed on other operating systems).

Remote Agent Requirements

Windows 2000, XP, Server 2003, Vista

- 20MB hard drive space
- 20MB RAM
- Outbound internet access on port 443 to our central locations (TCP protocol)
- Uses minimal CPU (average less than 1% usage over 24 hours, depending upon number of templates selected)

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