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System Performance Pro

Spend More Time With Your Customers and Less Time Managing Your IT Systems

At CAM Commerce Solutions, we are committed to providing you the technology to run your retail business efficiently and profitably. As part of this commitment, we introduce System Performance Pro (SPP), an IT services management application that allows you to proactively manage and control IT assets and keep your computers and networks running smoothly.

SPP provides you with a comprehensive and flexible web-based help desk environment to help you automatically monitor, manage and maintain your IT infrastructure, whether it is a single POS register, or a sophisticated network running dozens of stores and hundreds of POS terminals. What's even more impressive is that you can perform all of these tasks – and so many more – remotely and securely, from one computer through the Internet.

SPP will help to lower your IT costs, increase your total technology up time and reduce the amount of time spent managing your IT assets – allowing you to spend more time with your customers.

System Performance Pro is being offered on a fixed-fee subscription basis to small and medium sized retailers. This monthly fee includes all the features listed on the reverse side.

System Performance Pro - Features



IT Systems Audit



Remote Desktop Access



Off-site Data Back-up



Anti - Virus



Critical Alerts



Patch Management



IT Web Portal



866-840-4443

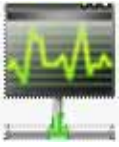


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FEATURES



IT System Audit - With SPP, you will have instant access to an accurate and up-to-date inventory of all the computers, software, servers, and mobile devices on your network – whether you have one store or 200 stores on your network. Electronically captures data on hardware (manufacturer, model, memory, serial numbers or service tags, processor speed, ports), software (application name, version, file size, last modified date) and systems (IP address, DNS/DHCP server, disk drive volume and usage, printer information). SPP offers you a complete real-time computerized summary of your IT infrastructure on one screen.



Remote Desktop Access – SPP includes remote desktop access, allowing you quick and secure remote access to your store computers running CAM Commerce Solutions software from anywhere using only a Web browser and a high speed internet connection. SPP provides a single machine interface to give you full control of a POS computer with minimal end user interruption. Need to transfer a file to a remote computer? No problem. Browse the remote system effortlessly and access and transfer files just like a networked drive. You will never have to visit your store after hours to access a file on your POS system.



Off-Site Database Backup - SPP includes a scheduled automatic backup of your retail POS store database to an off-site data center for emergency disaster recovery purposes. The backups can be quickly accessed and restored to the database server. The back-up process is completely automated and does not require any user intervention. Set it up and forget it. You will no longer have to worry about in-store data loss from fires, floods and accidents, forgetting to manually start a back-up or neglecting to take a tape or disk drive home at night for additional protection.



Monitored Anti-Virus – SPP includes managed anti-virus powered by the Kaspersky Labs antivirus engine for Windows XP and above systems. This antivirus service provides

complete protection on networks and beyond from potentially dangerous programs and network attacks. You no longer have to maintain and pay for a separate antivirus subscription.



IT System Monitoring and Critical Alerts – SPP includes proactive, user-defined IT system monitoring with instant notification of problems or changes - such as low disk space, processor spikes, critical server or PC outages and memory issues. You can configure this monitoring service to automatically send you an email if any of the defined thresholds or criteria is met or if a possible security threat occurs.



Windows Security Patch Updates - Through SPP, you can automatically keep your computer up-to-date with the latest important Windows security patches and updates. The SPP agent scans your computer and detects any vulnerability and identifies and automatically installs any missing security patches. These updates can be scheduled for a specific time, or installed on an ad-hoc basis. You will never need to worry about manually installing security updates again.



IT System Health Web Portal and Reporting – SPP includes a user accessible web portal and monthly email summaries which provide a snapshot on the health of your computer and IT network. These reports include a real-time view on: hard disk utilization, type and version of software on the computer, hardware specs, data back-ups, anti-virus updates, and workstation and network uptime history. You will never be left wondering about the date of your last data back-up, what version of software you are using, or how much disk space is free on your computer.

PRICING

**First Computer or Device
\$20 per month***

**Each Additional Device
\$5 per month**

* Prices per location. Extra storage capacity is available for an additional monthly charge.