



Centarus

# MY HELP DESK BY CENTARUS™

Your very own IT department, 24 hours a day, seven days a week, 365 days a year. We keep your business running, so you can run your business.

866-586-9119 • info@centarusinc.com • www.centarusinc.com

## Unlimited help desk services at a low, monthly, per-user cost with My Help Desk by Centarus™.

Network down? Printer won't print? Virus on the prowl? Dedicated, round-the-clock, phone- and Web-based technical support means we're always one click or dial away from solving your pressing IT issues and emergencies — 24/7/365. Remote administration and troubleshooting, along with real-time Web-based access, lets our staff fix your problems quickly and efficiently.



## The most cost-effective and reliable way to ensure your systems and services are always up and running.

More cost-effective than calling your IT consultant and paying by the hour, My Help Desk by Centarus™ troubleshoots and solves your repair and support issues for one low monthly fee.\* An average five-person company can save more than \$10,000 per year by switching from a pay-per-call model to My Help Desk by Centarus™. Our North America-based staff is ready and waiting to help you every day, every hour, every time you need help with your IT systems and services — all for one low monthly fee.

## My Help Desk by Centarus™ is ideal for small and medium-size companies.

Your 24/7/365 services include unlimited troubleshooting of desktops, networks, applications and mobile devices, as well as Internet connectivity issues:

- Microsoft and Macintosh systems
- iPhone and Android support
- Your own customer portal to view all tickets and invoices
- Call handling and incident tracking
- Phone, e-mail, remote and chat support 24/7/365
- Google Apps support
- Non-proprietary application support
- External VPN connectivity troubleshooting
- Exchange e-mail, webmail and spam filtering
- Network and Internet connectivity
- Hardware and peripheral troubleshooting, including printers and scanners
- Microsoft Office and Adobe products
- Responsive server monitoring from e-mail alerts

### My Help Desk by Centarus™

as low as

# \$59.95

per user per month\*

\*for 3 or more users, with minimum-length contract. Other restrictions may apply. Contact us for details.

## 24/7/365 services supported by My Help Desk by Centarus™:

### Hardware

- Printers
- Scanners
- Modems
- DVD Drives
- Video/Sound Cards
- USB Devices
- CD/DVD Writers
- Zip/Jazz/USB Drives
- Hard Drives
- Monitors
- Keyboards, Wired & Wireless
- Digital Music Players (iPod, MP3 players, etc.)
- Handheld/PDA (iPhone, iTouch, Palm, HP IPAQ etc.)
- Digital Cameras and Camcorders

### Anti-Virus Software

- Norton Internet Security
- Norton Anti-Virus
- AVG
- Ad-Aware
- MS AntiSpyware
- McAfee

### Operating Systems

- Windows XP
- Windows Vista
- Windows 7
- Mac OSX, All
- Mac OS 9.1
- Windows CE
- Palm OS
- Windows for Pocket PC

### Internet Browser

- Netscape Communicator
- MS Internet Explorer
- Mozilla Firefox
- Maxthon
- Safari
- Opera

### General Software

- All MS Office Products
- PC Anywhere
- Acrobat Reader
- Acrobat Writer
- Winfax Pro
- Adobe Graphic Tools (Photoshop, Illustrator, etc.)
- Media Software (iTunes, Windows MP, Real Player)

### E-Mail

- MS Outlook
- MS Outlook Express
- Windows Mail (Vista)
- Netscape Messenger
- Eudora Mail
- Mozilla Thunderbird
- Entourage
- MAC Mail

### Burning Software

- Adaptec Easy CD Creator
- Adaptec Toast
- Roxio Easy CD Creator
- Roxio Toast
- Nero

### Macromedia Support

- Shockwave, Flash, Dreamweaver



A Disabled Veteran Business Enterprise