



## CompleteAssurance ~ Service Protection Plan

Applianz Technologies is proud to announce the next generation of customer service. By taking traditional server technology and adding business-critical features, we can now offer CompleteAssurance. We combined our remote access, hardware support & maintenance, and our automated nightly backup service into one product - at a reduced price! CompleteAssurance provides the end user piece of mind that their core business application and data are completely protected and stored off-site every night without doing anything.

### CompleteAssurance Details:

**Remote Access** - with our one click instant access technology, employees can use core business software from any off-site location (with internet access) without the expense and hassle of VPN's, Citrix, or Terminal Server.

**Off-site Backups** - Automated off-site nightly backups replicate not only your mission-critical data, but your operating system and user settings as well.

**Disaster Recovery** - In the event of a business interruption, your most recent nightly backup will be loaded onto an Applianz system in one of our data centers, and by the next business day your system will be back up and running.

**Lifetime System Replacement** - Your Applianz Systems' hardware is fully protected in the event of equipment failure\* and in some cases a replacement system will be shipped to you the next business day.

**Automated Updates** - New security features and updates for all Applianz software rolled out automatically as they become available.

**Managed Windows Updates** - Critical updates for bundled Windows Operating Systems are tested to not conflict with your software and then deployed by our engineers automatically.

**Continuous Monitoring** - 24 hour system monitoring for hardware and software failures.

**Support** - Free phone and email support for any user connecting to an Applianz system from any location.

*\*Must maintain a current up to date service agreement with your Applianz system.*

Contact your Applianz Channel Account Manager today for details

316.263.4800