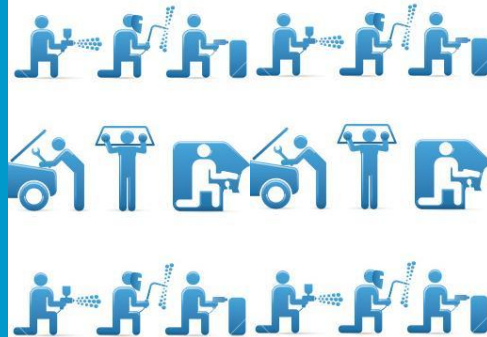


AUTOMATED SYSTEM MAINTENANCE

Support Automation service

High value, low impact, support automation and on-demand desktop management



Desktop and laptop computers, as well as other networked devices, have undergone a rapid evolution in the 21st century from standalone productivity devices to strategic assets in an interconnected and distributed business environment. However, this increased value, along with the requirement that that these devices live on the Internet, have also made them the weak link in exposing an enterprise to security attacks, loss of business, and regulatory non-compliance.

The HandsFree Networks Automation System Maintenance delivers reliability, efficiency, and maximum utilization of your assets so that your global desktop and laptop network is always up and running up to the mark. It's unique, patented technology enables the powerful, scalable, and cost effective support automation that powers HandsFree Networks comprehensive set of support automation & desktop management services.

Put your PC Maintenance Routine on Autopilot

HandsFree Networks Automated System Maintenance services and its client-based agent architecture automating key desktop maintenance processes and provide around-the-clock proactive system maintenance to increase system efficiency and minimize unwanted IT expenses. Our personal computers are like fine automobiles—they need preventive maintenance to keep your systems running smoothly and avoid major breakdowns. This unique, patented technology enables proactive system maintenance on a regular basis to clear up disk space, help programs run faster, check for hardware problems, etc.

Advantages

- Automated preventive maintenance plan for your computer
- Optimize your computer for peak performance
- Small issues now, bigger issues tomorrow
- Local processing conceptual architecture

AUTOMATED PREVENTIVE MAINTENANCE PLAN FOR YOUR COMPUTER

When people notice their computers performance slowing, the most common reason is the hard disk. Computer's hard disk is a non-removable area that holds all the information available from your computer. Computer amasses temporary files over time. These files can come from any number of sources—the Web being one of the largest offenders. After a while, these temporary files will slow down your computer or whenever a program crashes, or you experience some power outage, your computer may create errors on your hard disk. Overtime, hard disks begin to lose their ability to store data efficiently. The best solution is to let HandsFree Networks do all of the work.

HandsFree Networks Automated System Maintenance services are the beginning for HandsFree Networks automating the software support process.

Action	Name	Type	Status	Number of items	Latest Client Event
[configure] [manage] [services]	Rockland Family Shelter - Shelter	machine	changed	0	Tuesday, September 30, 2008 07:05:47
[configure] [manage] [services]	Farmerbrown	machine	alert	0	Tuesday, September 30, 2008 06:57:14
[configure] [manage] [services]	bbands	machine	alert	0	Tuesday, September 30, 2008 07:54:57
[configure] [manage] [services]	Tektonik	machine	alert	0	Tuesday, September 30, 2008 07:47:02
[configure] [manage] [services]	Technology Development group	machine	alert	0	Tuesday, September 30, 2008 07:55:32
[configure] [manage] [services]	SCS Interactive	machine	alert	0	Tuesday, September 30, 2008 07:56:03
[configure] [manage] [services]	NetPixel Inc	machine	alert	0	Tuesday, September 30, 2008 07:55:29
[configure] [manage] [services]	MediaMax	machine	alert	0	Tuesday, September 30, 2008 07:52:02
[configure] [manage] [services]	Maryse Leduc Design	machine	alert	0	Tuesday, September 30, 2008 07:22:47
[configure] [manage] [services]	Law Offices of Todd J. Krouner	machine	alert	0	Tuesday, September 30, 2008 04:16:02

Advantages

- PC will now automatically run disk cleanup on the date and time you scheduled — even if you're logged off your computer.
- Scheduled or On-demand Check disk execution from your hard disk and attempts to recover data before repairing the errors — keeps your hard drive humming smoothly.
- Scheduled Chkdsk files clean-up — results a better PC performance.
- Complete notification and reporting feature enables best-of-breed control over your entire IT environment at every stage of your PC maintenance process.

OPTIMIZE YOUR COMPUTER FOR PEAK PERFORMANCE

Your computer often breaks files side by side to increase the speed of access and retrieval. However, as files are updated, your computer saves these updates on the largest space available on the hard drive, often found far away from the other adjacent sectors of the file. The result: a fragmented file. Fragmented files cause slower performance.

Advantages

- Automated disk fragmentation rearranges fragmented files, resulting in increased free space on your hard disk and quicker performance from your PC.
- Scheduled or On-demand Scandisk execution for scanning errors on your hard disk and attempts to recover data before repairing the errors.
- Scheduled Scandisk files clean-up to rid your computer of these deadbeat files.
- Automated system clock synchronization with time server including clock reset.

SMALL ISSUES NOW, BIGGER ISSUES TOMORROW

Automated maintenance incidents before they become larger issues, so you can further reduce the number, duration, and severity of business disruptions while improving efficiency as there is little opportunity or ability for your IT Support group to proactively prevent future incidents or improve the overall quality of service.

Advantages

- Schedule shut down a system, and turn off the power to save large amount of unwanted IT expenses due to wastage — the system must have enabled the power-off feature.
- Shut down all processes running in the logon session of the process that called the ExitWindowsEx function, and then log the user off.
- Automate Shut down of systems to a point at which it is safe to turn off the power, after all file buffers have been flushed to disk, and all running processes have stopped.
- Shut down the system and then restart it, as well as any applications that have been registered for restart using the RegisterApplicationsRestart function.
- Systems re-start gracefully terminating execution of all processes listed in the names of processes to shutdown parameter.

LOCAL PROCESSING CONCEPTUAL ARCHITECTURE

HandsFree Networks local processing architecture enables secured environment providing best-of-breed preventive maintenance services by automating your key system maintenance process even while out of your corporate network.

Advantages

- These automated tasks—while they seem simple enough—are the foundation on which your PCs performance rests.
- Manage an increasingly complex environment to higher levels of performance and availability.
- Performance and Availability monitoring services help you further meet the challenge in enhancing automated system management process.

Technical Requirements

- No server infrastructure or VPN connections required
- Internet connection (56K or faster)
- Any version of Microsoft or non-Microsoft browsers
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista

Powered by HandsFree Networks Unique Framework

HandsFree Network Automated System Maintenance service is just one of HandsFree Networks support automation services which are powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for dedicated lines, or special infrastructure. Any exchange between the ReSOFT server and ReSOFT client occurs only as a consequence of a ReSOFT client request. This makes ReSOFT significantly more secure than traditional push based management solutions.

For more information on the HandsFree Networks Automated System Maintenance services, visit us at www.handSFreenetworks.com



HandsFree Networks Inc
1021 Main Campus Drive, Suite 300
Raleigh, NC 27606 (US)

HandsFree Networks Pvt. Ltd.,
4th Floor, Concorde Block, UB City,
Vittal Mallya Road, Bangalore-560001 (INDIA)

www.handSFreenetworks.com

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