

## Systurns - Product Benefits

“Systurns” Instant Recovery & Centralized Management System can fulfil the needs of various users. Here are some examples:

- ◇ **Guardian of public access computer: Rapid maintenance and repair**
- ◇ **Enterprise user: Easy to manage and maintain computer**
- ◇ **Individual and family user: Feel at ease to use computer**
- ◇ **Bring peace of mind to computer beginner: Practice various operations with no concern.**
- ◇ **Best tool for computer expert: Install and test software programs without worry.**
- ◇ **System manufacturer: Added value / Lower tech-support cost / Customer satisfaction**

### ◆ **Guardian of Public Access Computer: Rapid Maintenance and Repair**

Not everyone is cautious when using public access computers in computer lab, library, Internet Café, language lab, computer training institute, hotel and etc. It's very possible to experience various potential problems caused by system damage, system crash, improper operation, virus infection, system failure, file accidentally deleted, partition deleted or reformatted, sabotage, malicious software installed, or kernel program removed or modified. Public access computer could be completely messed up and its usage is totally different from home computer. Even the simple maintenance work for just operating system could bring lots of workload to IT administrators.

With “Systurns” installed to manage and maintain public access computers, all the troubles described above will be gone. No matter what operations users do to the hard drive, even re-partitioning or re-formatting hard drive, “Systurns” can simply bring the system to the previous normal state by a reboot.

Thus, the workload to maintain public access computers can be greatly reduced. No more worries to manage and maintain massed computers! Whenever a problem occurs following the operation by the previous user, all you need to do is restart the computer and the system environment will be instantly restored to the specified state. You don't have to worry about system being implanted with Trojan, virus and spyware or having residual user data. The next user will feel at ease using the PC and the administrator doesn't need to spend much time for maintenance work.

Besides the protection of “system recovery”, “Systurns” includes two useful repair tools: “NetCopy” and “Image Backup / Restore”. Whenever a client system is crashed, you can directly copy the hard drive condition of the source PC to this Client PC. Another method is to restore an “image file” from any PC in the network to the problem PC. Such a dual-defense mechanism ensures the normal operation of every PC in an organization and makes it easy to maintain massed PCs. The maintenance cost and time for PCs will be greatly reduced!

“Systurns” helps IT administrators to maintain numerous Client PCs from the central Console PC in an easier way and ensure the system stability and availability.

**◆ Enterprise User: Easy to Manage and Maintain Computer**

For PCs used by business users, it usually takes the IT administrators lots of time to install, maintain and update software and hardware. For example, computer is unstable or infected by virus and needs to re-install and re-configure its operating system and application software. This may take a few hours and the business user can do nothing for his or her work during this process. Even though the PC is restored, no one can ensure all data can be brought back.

Thus, the IT administrator is responsible to immediately eliminate the condition while Client has a problem so that users can continue their work and the impact will be minimized.

Information system has grown more complex and larger. The IT administrator can resolve most common PC problems on Clients and well perform routine maintenance work from the central Console PC through the dual protection of “system recovery” and “hard drive backup” and other useful networked functions. Here are some examples of the benefits:

Examples	Benefits
Client PC problems can be resolved shortly. For system problems caused by program error, improper operation, hacker attack or virus infection, system and data can be quickly restored to the previous normal state.	Rapid computer maintenance and restoration minimize the possibility to interrupt works. This can efficiently reform the computer environment of each division.
Taking inventory of computer software and hardware assets is easy, but it’s very niggling and time-consuming. Also, human error could happen in this operation. With “Asset Management” function, inventory for software and hardware assets can be quickly taken and a statistics report will be automatically generated.	Prevent hardware from being lost or stolen. Be aware of which software should be upgraded and which hardware should be renewed.
Forming online Help Desk by remote management and maintenance functions allows client to request instant online support regardless of geographical limitation. No matter what vital problems on client PC such as Windows crash, system instability, accidental file deletion, file corruption, virus infection and intentional system configuration change, the administrator can fix most of them from the console PC and instantly restore client PC to the previous normal state.	Shorten the process and approach for system support and reduce costs of labour, traffic, time and traveling for maintenance

Examples	Benefits
<p>When a client PC experiences a problem and requests supports from IT division, the administrator, no matter whether he is inside or outside the company, can connect to it immediately and fix the problem by remote functions such as remote control, file transfer and remote command. Functions such as “system instant recovery”, “image backup/restore” and “NetCopy” can shorten the problem-solving process.</p>	<p>Offer various useful module functions to ensure the stability and availability of the computer system.</p>
<p>Managing client PCs on the network centrally can reduce the difficulties of system management. Works such as PC maintenance, asset management, system recovery, etc. can be performed on remote PCs by network and system technologies. The amount of PC supported by each IT staff can be increased and the work load for technical support can be reduced.</p>	<p>Allow IT staffs who originally take charge of technical support having spare time and energy to engage in more productive and value-added jobs.</p>
<p>For enterprise users, the dedicated hardware-based backup product is costly and the operation for the software-based backup product is complicated and time consuming. Relatively, “Systurns” can rapidly create a “recovery point” for future recovery purpose or back up the hard disk data as an “image file” for future restoration. Both features can handle unexpected situations very well.</p>	<p>Maintenance work for PC security can be accomplished at lowest cost and manpower. Any computer situation can be ruled out quickly.</p>
<p>Even though installing pirated software is strictly prohibited, staffs may still do it just for the sake of temporary convenience. Once subjected to investigation, they may face high fines and liability for criminal violations. For such difficult-to-manage situations, installing “Systurns” can insure system security without frequently checking the state of each PC. After installed, all you need to do is restart the PC and specify a particular “recovery point”, all illegally-installed software and game programs will be gone instantly.</p>	<p>When employees use pirated software, the company owner must take corresponding civil and criminal liability for management oversight deficiencies. With the simple recovery function of “Systurns”, the company can prevent employees from committing software piracy and avoid being punished with high fines. Thus, the software copyright will be well protected</p>



## Individual and Family User: Feel at Ease to use Computer

Generally speaking, individual and family users have limited computer knowledge and may do improper operation causing operating system crash, application failure and etc.

Family computers are mostly used to surf the web, search information, download files and send/receive email. It's very possible that the downloaded file or opened email includes virus. For such a potential threat, even installing anti-virus software can only reduce the probability of virus infection, but it can't guarantee to protect PC against the newest virus.

In addition to improper operation and virus threat, users sometimes have bad experiences. For example, they install a program for trial purpose. After installed, system becomes unstable; after that, when they try to remove this program, it can't be completely removed. Another example is when lending PC to friends or kids; they may install some software without your permission causing downgraded system performance or even accidentally delete documents, emails, pictures, music files or other important files.

Whenever PC at home is abnormal, most home users get help from computer experts or PC resellers. Even though the problem can be fixed this way, they would feel very inconvenient.

The main purpose of "Systurns" is to free users from worrying about messing up the PC by improper operation. Under the protection of "Systurns", users no longer have to worry about PC repairing and virus infection issues while making improper operation, downloading files or opening emails. All they need to do is restart the PC and restore system to the state of a specified recovery point so that the problem can be resolved and the virus can be cleared.



## Bring Peace of Mind to Computer Beginner: Practice Various Operations with no Concern

Computer beginners tend to be afraid to try any operations because their lack of computer knowledge might mess up their PC. However, the best way to learn about computers is to practice more and be familiar with the environment.

After "Systurns" is installed on beginners' computer, whenever the system is abnormal such as unstable system, system freezing or virus infection, all they must do is press a button to restart the PC and choose to recover the system. Then the computer will be instantly restored to the state of the specified "recovery point". With "Systurns", computer beginners can try any operations without having to worry that those important files or settings might be damaged accidentally.

"Systurns" restores the hard disk in the fastest and easiest process and prevent users from spending lots of time to install and configure software. With the user-friendly interface of "Systurns", it's easy for computer beginners to get started without learning computer protection measure. They never have to worry about messing up the system by improper operation.



## **Best Tool for Computer Experts: Install and Software Programs Without Worry**

For computer experts, their computer might become quite unstable and degrade in performance after frequently installed and uninstalled different applications and games. Even after these software programs were completely removed from the system, the PC might still not be able to return to the original performance before installing them. In the extreme situation, these computers could experience crash every now and then. The traditional solution to these problems is to reconfigure the computer all together, and even for the most advance users, the whole process might take up to few hours to set up their ideal configuration.

Systurns simple recovery function restores the computer to its original state instantly, without any software's orphaned programs. You do not need to reconfigure the computer whenever the performance has degraded. Computer experts can install and test various application and game software without worries. Whenever the users are happy with their system performance or install some programs that are necessary to use for a period of time, they can create a new recovery point based the current set up.

Besides, with the "free switch between recovery points" feature of "Systurns", the computer state can be rapidly switched back and forth between different recovery points without affecting each other. For computer experts, this feature makes it easy to do tests on various computer environments without repeatedly removing and re-installing the relevant application software.



## **System Manufacturer: Added Value / Lower Tech-Support Cost / Customer Satisfaction**

After PCs or notebooks are sold, peripherals such as keyboard, mouse, speaker, and etc. are less likely to break down within the warranty period. Generally, most post-sales services involve customers' own careless mistakes that damage the operating system. Computer beginners are the people who most likely do various unexpected improper operation. For example, system can't start up or operate normally due to some compatibility issue following the installation of a particular application program; system is infected by spyware, virus or Trojan while connected to the Internet; opening an email with malicious virus attached.

The protection function of "Systurns" can enrich the features of the system manufacturer's products. Whenever computer has a problem, customers can rapidly restore the system to the previous safe state by "Systurns". The problem can be fixed by customers themselves shortly without waiting for a few days to get on-site technical support. Even though customers have too limited knowledge to operate "Systurns" and really needs on-site technical support, no recovery CD/DVD is needed during the problem-solving process. The "instant recovery" of "Systurns" is capable to resolve most system problems.

Bundling "Systurns" with PCs or notebooks of system manufacturers can increase the product demand and improve the added value. After the product is sold, the features of "Systurns" help system manufacturers to lower the cost for technical support by reducing post-sales service and technician's workload. Furthermore, an immediate solution to the customer's problem will increase their satisfaction for the product.