What is Optima Assist?

Optima Assist is a lightweight application that lets us monitor your computer's health so we can proactively solve your issues before they become a major problem. Things are going to happen to your computer that puts it at risk or requires attention, like viruses, new software updates or data breaches. *Optima Assist alerts you to potential problems so you can get in touch with me anytime you need help.*

This product can also help us proactively monitor and fix issues on your computer when they arise. We would be happy to tell you about the monthly packages we offer.

Optima Assist is a lightweight application that is installed on your computer and runs in the background with minimal to no impact on your computer's speed or performance.

How can Optima Assist help you?

It monitors for potential problems so you can pass it off to us before it becomes a real problem for you. You'll get a simple notification if a problem arises, and easily be able to get in touch with us the using Optima Assist app.

What services do we offer?

We offer a range of packaging which include:

- <u>FREE</u> Basic Package: desktop notifications to alert you to an issue and contact us
- Monitoring: we keep an eye out for problems on your computer before they become a real problem for you
- Managed Anti-virus: this service is dedicated to detecting and removing harmful viruses that try to hurt your machine

What information can you see? Can we see your private information?

No, we can't. The information we can see is purely for diagnosing and fixing hardware and software issues. We do not track personal information. Examples of information we can see are:

- Hardware Information (Motherboard, CPU, Memory, Hard Drive)
- What applications are installed on the computer
- What applications run on startup
- Recent malware found by Antivirus

How much does this cost?

We offer a range of monthly packages so you can decide what works best for you.

FREE Basic Package

Includes desktop notifications to alert you to an issue so you can quickly request service. We offer this package FREE to our customers.

Monitoring Package

Includes monitoring and desktop notifications from the Basic package, plus Tech Monitoring. This means that we can proactively see your computer's issues as they occur and you don't even need to worry about contacting us. We'll be in touch with you to let you know the issue and how we can fix it. Our Monitoring Package is only £4.99 per month.

Monitoring + Antivirus Package

Includes everything from the two other packages, plus Managed Antivirus. This lets us watch out for any harmful viruses that are trying to hurt your computer so it stays secure, and remove any viruses when they arise. Our Monitoring + AV Package is £6.99 per month.

Monitoring + Antivirus Managed Plus package.

Includes everything from the other packages, plus unlimited malware removals. We will also include a computer system health check and valet anytime you need to bring your computer into our store. Extend the lifetime of your machine by letting us clean it for you! Our Monitoring + AV Managed Plus package is £19.99 per month.

Why is there a monthly charge?

Optima Assist is a round-the-clock service. It's always working to keep your computer in tip-top shape, so charging a monthly rate lets us keep watch every day - not just when disaster strikes.

How do you sign up?

Optima Assist is a subscription service. We will provide you with a link to sign up to a direct debit service. Payments will be taken automatically, monthly in advance. There is no fixed contract so you are always in control!