PROACTIVE SUPPORT FOR YOUR COMPUTER

Our monitoring agent detects common computer issues.

We provide alerts when your computers develop common, but critical issues such as failing hard drives, stale backups, malware, and failing RAIDs.

Our lightweight agent monitors the health of Mac, Windows, and Linux computers, providing hourly reports on a wide array of computer health issues.

PRIVACY COMES FIRST.

- Read-only agent ensures system integrity
- Cannot track screen or keyboard activity
- No identifying or location data reported*

*In cases where a computer is considered stolen or missing, you may request a one-time notification of the reporting IP address. For more information, visit ourremotesupport.com/privacy.

WE OFFER:

Powerful Error Detection

Custom plugins systematically detect potential issues and reduce troubleshooting time by reporting details and configuration information.

Historical Status View

Plugin history views document when problems began, measure severity, and provide the insight needed to resolve problems.

Contact Menu

The customizable Menu Bar or Task Tray icon allows you to have quick access to commonly used applications and websites, and provides a direct link to IT help.

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