

**BlumbergExcelsior<sup>®</sup>, Inc.**

*Established in 1887*

introduces

## ***Law Firm Technical Care<sup>™</sup>***

through an exclusive arrangement for the legal market with

**Technical Solutions<sup>™</sup>**

MAC Business Services, Inc.

### **Guidebook To Services**

Many small law firms and solos find that supporting their **hardware and software** investment is time consuming and expensive. Installing and managing operating systems and applications programs create a great strain on the firm, particularly in an environment where deadlines are pressing and client demands need to be addressed. Repairing or replacing computers is very costly, but not being able to operate them or address technical problems the moment they occur, can be even more costly. Most small law firms and solos have neither the time nor resources to staff a fully functional IT department. As such, their computer systems are extremely vulnerable to crashes, viruses, hacking and other security attacks. The *Law Firm Technical Care Plan* was designed to provide you with affordable, yet comprehensive, technical services. By outsourcing their technical solutions needs to experts in the technical support field, you and their staff can focus on what they do best, while we do what we do best. We help keep your firm systems running so you can too!

Please take the time to navigate through the many benefits of membership in the *Law Firm Technical Care Plan*. Thank you!

This Guidebook contains all the benefits of membership provided by our third party, technical specialists.

**BlumbergExcelsior<sup>®</sup>, Inc.**

since 1887

62 White Street, New York, NY 10013

212 431-5000 - 800 221-2972

fax 212 431-5111

[www.blumberg.com](http://www.blumberg.com)



# Plan Member Benefits

## Remote Technical Support

Our Technical Support Center is designed to help and support an end-user of a particular product, system or application anywhere across the globe. The Technical Support Center/ IT Helpdesk provides technical support services to customers of products and services through multiple channels like email, chat, voice and the web. Our remote services technicians can perform a wide variety of tasks to meet your computing needs. Through a secure remote connection to your computer, or over the phone, our technicians can assist you with the following: remote technical support is available during the hours of 8:00 am - 8:00pm CST Monday thru Friday and 8:00 am - 2:00pm CST on Saturdays.

### **Three hours of support is FREE each month.**

Members receive up to a 60% discount for all additional hours. Our Technicians will establish a secure remote diagnostic connection to troubleshoot and repair a customer's home or business computer online, by phone, or via live chat.

## Systems Support

- Servers
- Workstations
- PCs
- Thin client customers
- Storage devices
- Terminals and peripherals

## Devices and Peripherals Support

- Smart handheld devices such as mobile handsets and PDAs
- Networking devices such as switches and routers
- Peripherals such as printers
- Multifunctional peripherals
- Consumer devices such as digital cameras, camcorders and gaming devices

## PC Setup Support

We support Legacy Systems, IBM®, Compaq®, HP®, Dell®, Acer®, Gateway®, Desktops / Notebooks and more... We support Windows® 98/ 2000pro / ME / XP / 7 Home & Professional & Windows Vista.

We provide complete support for MS Office, Roxio®, MyDVD®, PowerDVD®, Corel®, Adobe®, Quicken® and more. We can set-up & configure Software Applications on a customer's PC.

- Hassle free installation and a tour of their favorite software.
- Teach them how to burn CDs, DVDs & more.
- Diagnose & troubleshoot errors in various software applications.
- Recommend software to improve customer's productivity.
- Instant TUNE-UP of customer's desktop, laptop.
- Uninstall unwanted programs and software.
- Disable unwanted start-up files and processes.
- Remove browsing history and offline contents.
- Configure windows firewall and automatic updates.
- Defragment customer's hard drive. Perform optimization of resources to increase productivity of customer's PC.

## Setup New and Old Desktops and Laptops

Show them how to use the various key features of your PC. Implement security with Firewalls, Anti-Virus and Anti-Spyware to protect customer's PC. Setup & configure your Internet connection. Provide recommendations for latest PC add-ons, gadgets and more.

## Industry Standard Virus Detection and Removal

- Scan & quarantine viruses and worms residing in customer's PC.
- Implement security for optimum protection of customer's PC.
- Guide customer through basic navigation features of their anti-virus software.
- Configure Firewall and Security Policies for customer PC's safety.
- We support Symantec®, McAfee®, Trend Micro® and more.

## **Remove Adware & Spyware**

- Industry standard adware and spyware removal
- Implement robust anti-spyware and anti-adware
- Configuring Windows® Firewall & IE Pop-up blocker
- Scan hard drive for malicious files / Adware and Spyware
- We support: F-Secure®, PC-cillin®, McAfee, Norton Anti Virus and More

## **PC Health Check & Optimization**

- Install mission critical updates and security patches for Windows
- Perform a system clean-up
- Update existing anti-spyware and anti-virus definitions and software
- Clear out temporary files
- Clear out startup files
- Remove other unwanted files to free hard drive space
- Maximize browser configuration
- PC speed improved
- Perform a backup of Outlook emails, address book and favorites
- Windows firewall configuration
- Schedule automated tasks like hard-drive scanning and defragmenter

## **Microsoft® Help**

Operating systems, such as Windows XP, Windows ME, Windows 98 or the latest version; Windows Vista & 7. Software applications, such as MS Office or Internet Explorer.

## **Microsoft Windows 98/ME Support**

Our Windows Help Desk has a complete array of operating systems that support services for all types of environments - desktops, server, home based computing, and laptops.

## **We Assist Customer With**

- Installation/reinstallation of Windows
- Troubleshooting/repair Windows errors
- Performance optimization for your Windows
- Windows tune-up

## **Microsoft Windows XP, Vista® & 7 Support**

- Installation for Vista operating system on your desktop or laptop
- Help you getting started with Windows Vista
- Troubleshooting Windows errors
- Make your network more secure
- Tune-up Windows Vista for smarter productivity
- Windows update

## **Save Up To 60% On These Services!**

Access to certified licensed technicians standing by to help fix your computer problem at up to 60% off. If you have security concerns, rest assured that we conduct all online remote technical support sessions using 128 bit SSL Encryption. If necessary, you can disconnect a technician at any time simply by closing the application.

## **How It Works**

Call us at 888-343-1224 for support

## **Onsite Technical Support**

Our state-of-the-art, automated dispatch management system allows our members to create service requests 24x7, 365 days a year. Once your account is established, your location(s) can be added all at once or as you require service. From that point forward, you never have to enter location details again and submitting a service request can take as little as 30 seconds. As soon as you request service, our dispatch system automatically routes your request to the appropriate technician located in your zip code, with the appropriate skill set required to service your needs. All of our technicians are certified, insured and monitored on a regular basis to be sure our members are receiving the service they need.

Typical services included in our service plans are:

## **Certified Hardware Diagnostics & Repair**

- Diagnosis of problem with onsite technician
- Repair existing hardware when possible: hard drive, memory, network card, sound card, video card, cd-rom drive, backup device, power supply, cooling fans, etc.
- Advise of new hardware purchases if necessary

### **Certified Hardware Cleaning**

- Remove dust from inside of computer, monitor, keyboard, mouse
- Clean outside surfaces
- Secure internal and external cables

### **Certified Software Updates & Optimization**

- Install operating system updates and security patches
- Update virus definitions and scan for viruses
- Update spyware definitions and scan for adware, malware or spyware
- Optimize system configuration for maximum performance
- Remove device conflicts and system lags

### **Certified User Support**

- Assist users with computer related problems
- Answer employee questions about current systems
- Provide training on new equipment or software

### **Get Up To 60% Off Onsite Technical Support**

Save up to 60% with our Onsite Technical support and your satisfaction is 100% guaranteed. With over 6,000+ certified licensed technicians, you have access to one of the largest tech support networks in the country.

#### **To Access This Benefit**

Call 888-343-1224 and select the option for onsite support.

### **Data Backup and Storage**

Whether its word documents, mp3s, photos, contact files, business inventory, or taxes, most people manage their personal and professional lives electronically. Backing up with our remote, offsite, backup service, you ensure your electronic life will be intact when disaster strikes.

Whether it's a malicious act, natural disaster, or human error, your computer and valued personal data are at risk. With our Data Backup and Storage solution, you can enjoy peace of mind knowing that your valuable documents and images are safe:

- 5GB of data backup
- 256 Bit AES Encryption
- Maximum compression conserves storage & bandwidth
- Redundant storage
- 24/7 file recovery

#### **Additional Discounts**

Additional storage is available at member-only discounted rates at up to 25% off. Your data will be routinely backed up over the Internet and electronically transferred to two remote storage facilities hundreds of miles apart.

Once you configure your FREE software to your specifications, back-up and file compression are automatic. And you can recover your data 24 hours a day, seven days a week, 365 days a year.

When it comes to security, every effort is made to keep your back-ups safe. Files go over the internet using 128-bit SSL Encryption. You can also control your files with a 256-bit AES Encryption Key, the same type used by the U.S. military to protect top-secret information.

#### **To Access This Benefit**

- Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare)
- Click on the data backup link in the Summary of Member Benefits section
- Download and Install software
- Initiate backup

### **Keylogging Defense System™**

Keyloggers are self propagating viruses that steal your keystrokes, and the information contained, as you navigate the Internet. By copying your keystrokes, hackers are able to access private financial information such as bank account and credit card numbers, PINs, user names, passwords, and social security numbers.

Each of these can be used for fraudulent activities that you won't know are occurring until the effects show up on a statement, which could take days, weeks or months to surface.

Our **Keylogging Defense System™** eliminates online identity theft by encrypting every keystroke at the keyboard level and then reroutes those encrypted keystrokes directly to your browser. Our Keylogging Defense System bypasses the multiple communication areas that are normally vulnerable to keylogging attacks that could compromise your vital information.

Our defense system has a built in self monitoring capability that prevents it from being bypassed by other software. If our system is tampered with in any way, it will warn the user of the breach.

With our defense system, members can now email, access critical business applications, browse, shop and bank with confidence knowing that each and every keystroke is encrypted and not being transmitted to an awaiting Identity Thief.

#### **Key Features of Keylogging Defense System™**

- Protects against new and existing Keyloggers
- Encrypts keystrokes between the keyboard and the browser
- Encrypted keystrokes sent via a separate path that is invisible to Keyloggers
- Toolbar plug-in for IE6, IE7 and Firefox
- Monitors system so that it cannot be subverted
- Small memory footprint
- Does not require any spyware database updates
- CryptoColor® technology shows you that you are protected while you browse
- Automatically turns on when browser is launched

Your defense system will automatically turn on every time you open up a browser.

Our CryptoColor® technology lets the user know that your system is protected by turning each field you type in, green. This provides strong visual feedback to the user that they are operating in a secure environment and their keystrokes are secure.

#### **To Access This Benefit**

Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare) Click on the Keylogging Defense System link in the Benefits section.

## **Firewall Protection™**

You can never have too much protection when it comes to securing your computer! Our **Personal Firewall™** feature compliments any existing firewalls on your computer and adds another layer of protection.

On the Internet, hackers use malicious code such as Keyloggers, viruses, worms, and Trojan horses to seek out unprotected computers. A firewall can help protect your computer against these and other security attacks.

Our **Personal Firewall™** software is the best protection against malicious activities. Our software automatically blocks intrusions and hostile attacks. It not only acts as a shield for your computer system, but it also boasts additional security features to make your Internet experience more secure. Easy-to-use, yet highly powerful, our Personal Firewall software is a must-have defense for your business computer and sensitive corporate data.

Our **Personal Firewall™** security service, guards the “doors” to your computer - that is, the ports through which Internet traffic comes in and goes out. **Personal Firewall™** examines all the network traffic arriving at your computer, and asks these questions.

Where did the traffic come from and what port is it addressed to?

Do the rules allow traffic through that port?

Is the traffic authorized by a program on your computer?

Personal Firewall monitors all traffic entering and leaving your computer, and alerts you to any unauthorized attempt to connect to your computer.

When an Internet program is started, the program tries to establish a network connection. While the program is trying to establish this connection, **Personal Firewall™** stops the program from connecting until you decide what network activity you want this program to perform. A message appears when one of your programs is trying to

access the Internet, allowing you to choose if you want to give permission to the program to access the Internet or block it.

### **To Use This Benefit**

Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare). Click on the Firewall Protection section of the website and follow the instructions.

### **Internet Cleaner™**

Using the Internet and surfing the web creates an amazing number and variety of temporary files and data objects on your computer. Almost all this data can be deleted safely.

**Internet Cleaner™** seeks out and allows you to delete all of the temporary or security-compromising data types created on your machine while you are online.

At the same time, it provides mechanisms for maintaining the rules of these Windows® and web mechanisms. For example, you can create a list of trusted sites whose cookies will be ignored in the searches.

It is well known that web browsers such as Internet Explorer, AOL or MSN Explorer save web pages content on your hard drive in a special cache. The cache can grow without limits and one day will occupy a large portion of the space of your hard drive. To prevent this, the browser cache should be cleaned out on regular basis.

That is why our **Internet Cleaner™** will eliminate all unwanted files, temporary data and useless registry entries on a regular basis.

**Internet Cleaner™** can also be used as a tool to protect your privacy. Windows stores the documents you are working on, the images and movies you are viewing and the web sites you are visiting. **Internet Cleaner™** deletes all of this information so that no one can track what you are doing on your computer.

### **To Access Internet Cleaner**

Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare). Click on the Internet Cleaner section of the website and follow the instructions.

### **System Cleaner™**

**System Cleaner™** seeks out and deletes redundant files on your computer drive, freeing up valuable space and streamlining your system. The default settings are safe and will only find items that can be safely deleted.

A system cleaned with our **System Cleaner™** helps business computers operate more efficiently with added maximum protection for your system.

Every day your hard drive gets littered with file fragments and debris you can't see. Unwanted garbage from daily usage and Internet surfing can build up over time, slowing down your system's performance and leaving a trail of your web browsing habits for anyone to see!

Garbage files take up a lot of valuable space on your hard drive. Keeping them serves no useful purpose and deleting them makes space available for other uses.

In addition to occupying valuable space, all this garbage also slows down your system. **System Cleaner™** seeks out all this garbage and cleans it up reliably and safely, streamlining and optimizing your system's performance.

### **To Access This Benefit**

Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare). Click on the System Cleaner section of the website and follow the instructions.

### **File Shredder™**

Windows does not physically remove deleted files from your hard disk. Emptying your Recycle Bin does NOT protect you at all. Your sensitive files can be recovered, even after you format your hard disk!

When you delete a file from Windows, the OS just marks the file as deleted in the file allocation table, but the data of the file is still on your hard disk.

There are many tools available which can let others easily recover your sensitive files even after you format your hard drive.

### **How does our file shredder protect your files?**

Our File Shredder overwrites the portion on the hard drive that was previously allocated to the files, several times, with random unintelligible bytes. File Shredder will completely erase files from your disk, without the possibility of recovery by any practical software or hardware methods. You can choose different methods for wiping the files, depending on the level of security you need.

### **Why should I wipe files at all?**

Suppose you sell your computer or your hard disk. Suppose your computer has to be sent out to a workshop for repair. If it contains sensitive data you will generally make backups and delete the sensitive files to make sure they can't be accessed. But if the files haven't been wiped thoroughly the data can be recovered.

File Shredder offers several levels and options of protection. Users will be able to adjust the settings to their desired level of shredding security.

### **Shredding Methods**

**Fast:** This method is the fastest and the least secure. It simply overwrites all the file data once, replacing each byte with a \$0 character (hexadecimal zero). This is roughly the same as overwriting the file with another file after deleting it. It will make it impossible to recover the file with undelete programs but a data recovery lab will probably be able to restore the deleted data.

**Standard:** The default option. It overwrites every byte of the files to be wiped twice, once with \$0 and once with \$FF (hexadecimal 255). It is quite a lot more secure than Fast and only takes a little longer. However, a determined data recovery lab with modern equipment may be able to restore the data.

**Safe:** This method overwrites every byte of the data to be wiped three times, once with \$0, once with \$FF and once with random values. This method is probably the best trade-off between speed and security. It is a lot faster than Military Standard and you can be 99.9% sure that even a well-equipped data recovery lab will not be able to restore the wiped files.

**Military standard:** This is the option to use for deleting extremely sensitive data or when you have strict security regulations requiring unrecoverable deletion. When this is selected File Shredder overwrites every byte in the files to be deleted seven times: three times with \$0, three times with \$FF and then once with random bytes. There is no known way to restore data wiped with this method, even using the most advanced data recovery tools.

### **To Use File Shredder**

Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare). Click on the Internet Cleaner section of the website and follow the instructions.

### **Free Teleconferencing Services™**

Our membership provides you with access to free teleconferencing services. Each member can host a teleconference with up to 96 callers, and pay only their regular phone charges through their long distance provider. Small Business owners will never receive a bill for hosting the teleconference.

### **To Access This Benefit**

Go to [www.blumberg.com/technicalcare](http://www.blumberg.com/technicalcare). Click on the teleconferencing link in the Summary of Member Benefits section. Enter your name and E-mail address and you will be given your conference telephone number and PIN.

### **Agreement**

#### **This Member Handbook is your agreement with Technical Solutions, subject to the following:**

Your membership begins on the day your enrollment is received, processed and approved. Membership will be renewed automatically and billed at the then current rate to your credit card as you agreed, unless cancelled by you or **BlumbergExcelsior, Inc.** You may cancel your membership at any time by calling us and receive no further billings.

If you cancel your membership you will still have access to the website, and can continue to use any prepaid service through the time that those services have been depleted. After that, these member benefits, services and support will cease in their entirety. Continued purchase of service time or

storage functions after termination would be at non-discounted rates and only if elected by member.

Program benefits may change without notice due to contractual and/or legal requirements. Benefits are subject to the terms and conditions outlined in this Guidebook.

**Technical Solutions™** is offered by MAC Business Services, Inc. MAC sources benefits through third party providers and does not warrant or guarantee the suitability of the services provided by those vendors.

## ***Law Firm Technical Care™***

- Three hours per month of secure, remote tech support
  - 5GB automatic data backup
  - Keylogging Defense System™ encrypts every keystroke
  - File shredder up to military standard
- ...and more for \$49.95/month for all computers (up to 15)

**Blumberg**Excelsior®, Inc. since 1887

62 White Street, New York, NY 10013

212 431-5000 - 800 221-2972

fax 212 431-5111

[www.blumberg.com](http://www.blumberg.com)

