

More than 14,000 Point of Sale systems are actively being supported by Help Desks using Vigilix Application Support Tool as a part of their service offering.

Vigilix Application Support Tool (VAST) PCI Compliant Remote Access

PCI COMPLIANT REMOTE CONTROL

Built specifically for POS Support Providers Vigilix provides out of the box—stand alone PCI compliant solution. Check a box to enable PCI compliant security settings. No inbound open ports or port forwarding. No End User acknowledgement required.

CENTRAL MANAGEMENT FOR CUSTOMERS

Virtual Technician
Dashboard provides complete visibility central access to all customers on support.

COMPLETE SECURITY

Comprehensive security features include 256-bit AES data encryption, internet gateway, encrypted passwords and audit logs for reporting.

Stop Thinking You Are Compliant And Start Knowing



Deliver Remote Support With A Tool You Know Is Compliant

According to VISA, remote access is one of the top 3 vulnerabilities for point-of-sale systems. Protect your customers and protect your business by using a remote support tool that you know is PCI compliant.

Unlike other general IT remote support tools, Vigilix Application Support Tool is able to provide you with the capabilities that you need to remotely support your customers in a PCI compliant way.

With built-in two factor authentication, secure passwords and audit reports, just by checking a box you can enable the security requirements that will meet PCI regulations for remote access.



“Trustwave has determined that the installation of Vigilix Version 3.8 will not negatively impact a merchant’s PCI compliance. Specifically, the method of remote access Vigilix Version 3.8 provides meets the PCI-DSS Requirements for two-factor authentication.”



“Without a PCI certified on-demand remote access tool such as Vigilix, we would have to rely on on-site personnel to initiate remote access sessions – frustrating our proactive efforts or risk potential liability by using remote access tools that could put our company our customers at risk for compliance violations.”

- Reduce travel costs while still providing hands on support services
- Provide expert support services on demand reducing client downtime.
- Resolve support issues faster with better utilization of resources
- Increase first call resolution
- Increase customer satisfaction

There's A Better Way...



Vigilix Service Features and Benefits

REMOTE MONITORING

Vigilix offers remote monitoring of customer systems and terminals, allowing you to deliver valuable proactive support services to your customers.

REMOTE CONTROL

Vigilix offers a powerful and secure remote control module, allowing you to connect to remote customer systems using the industry's first and only PCI Certified remote control solution.

OFFSITE BACKUP

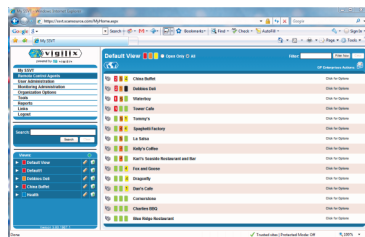
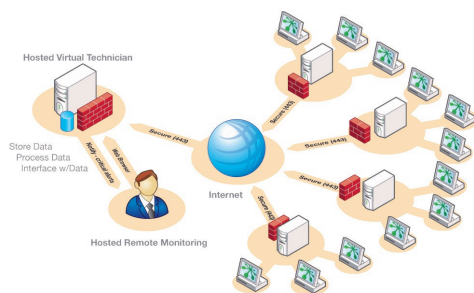
Vigilix offers a secure online, offsite backup solution to ensure the recoverability of critical data.

DELIVER WORLD CLASS AND PCI COMPLIANT SUPPORT USING ONE SOLUTION

Using Vigilix Remote Monitoring and Remote Control, you can provide your customers with a new level of world class, proactive support safe with the knowledge that you are using a PCI Certified Solution.

For more information on any of our products or services please visit us on the Web at:

www.vigilix.com



Delivered as either a Software-as-a-Service, Vigilix provides Help Desks with:

- Proactive monitoring and alerting for:
 - POS applications issues
 - POS environmental changes
 - POS hardware issues
- Remote Control access for quick problem resolution
- A secure Online, Offsite Backup Solution
- A tool to protect customers from issues that could:
 - Have a financial impact (failed credit card batching)
 - Negatively effect the customer experience
 - Impact PCI Compliance

Vigilix is 100% dedicated to the Point-of-Sale industry. As the single solution for POS monitoring, alerting, remote control and offsite backup, Vigilix provides Help Desks with a cost effective way to offer world-class support services to customers.

System Information

Vigilix Offsite Backup will run in any Windows 2000/XP/2003/VISTA/2008 system (can be manually installed on other operating systems).

Comprehensive security features include 256-bit AE data encryption, internet gateway, encrypted passwords and audit logs for reporting.

Additional Features:

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| Support Different Resolutions | Support Different Color Depths |
| Remote Clipboard | Remote Registry |
| Remote Print | Resize Windows |
| Watch, Share or Control PC | Send Ctrl-Alt-Del |
| Remote Reboot | Client Software Inventory |
| Client Hardware Inventory | Active Services & Tasks |
| Blank Client Screen | Audio Capabilities |
| Remote Command Prompt | Multiple Controls Connect |

VIGILIX SOLUTIONS

- Remote Monitoring
- Remote Control
- Offsite Backup
- Temperature Monitoring
- Power Monitoring
- POS Application Monitoring
- Low-Cost Monthly Pricing



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