

Vigilix Temperature Monitoring

PREVENTATIVE MAINTENANCE

Temperature monitoring gives you the ability to execute preventative maintenance on systems known to be at high risk for near-future failure.

REDUCE EMERGENCY SUPPORT TRIPS

Temperature monitoring allows you to effectively schedule preventative maintenance visits instead of having to dispatch emergency on-site support.

Burned By Overheating Systems?



Monitor System Temperatures Today!

When POS Terminals overheat, they are at high risk for failure. If the cooling mechanisms start to fail, the internal temperature can soar, causing issues on motherboards, video cards, hard drives and processors. High temperatures can significantly lower the equipment lifespan, cause hard to troubleshoot lock-ups and shutdowns, consume excess energy and, in extreme cases, cause fires.

In our never-ending effort to deliver the most powerful yet simple and cost-effective solution for Help Desks supporting POS systems, Vigilix has expanded our monitoring capabilities to include temperature monitoring and alerting.

- Thermal Monitor automatically provides advanced warning about customer systems that are starting to overheat.
- Thermal Monitor automatically detects the available thermal sensors on systems and immediately begins monitoring.
- Thermal Monitor automatically learns normal operating temperatures for each system and generates alerts when above normal levels.
- Supports a large variety of hardware devices (see our web site for a free utility to test your hardware for supported sensors)

Now you can offer even more proactive support to your customers by providing a preventative monitoring solution for POS terminals. The new templates provide an excellent tool for identifying thermal problems caused by common issues such as failing fans or poor ventilation.

By adding temperature monitoring to your support offering you will:

- Help your customers protect their hardware investment
- Deliver a more positive and proactive level of customer service
- Reduce support costs through scheduled preventative maintenance
- Expand the level of proactive services you provide to your customers

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 from your own office. Includes two-factor authentication and complete audit information as required by PCI standard



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

Delivered as either a Software-as-a-Service or self-hosted On-Site Solution, 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 tool to protect customers from issues that could:
 - Have a financial impact (failed credit card batching)
 - Negatively effect the customer experience
 - Impact PCI Compliance

System Requirements

- Vigilix Temperature Monitoring requires the installation of the Vigilix Remote Agent and a monitoring license.
- The Vigilix Remote Agent will run in any Windows NT/2000/XP/2003/VISTA system.
- The Vigilix Remote Agent uses approximately 15MB RAM, minimal CPU and 20MB of drive space.
- A utility is available to test your systems for supported temperature sensors (go to www.vigilix.com for details).
- The Vigilix Remote Agent must have access to the internet, either directly or through a proxy. Access to the Vigilix web-based Dashboard requires an Internet connection and Internet Explorer 5.5 or higher.

VIGILIX SOLUTIONS

Remote Monitoring
Remote Control
Temperature Monitoring
Power Monitoring
POS Application Monitoring

SaaS and On-Site Options
Low-Cost Monthly Pricing

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



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