

Why Use iSupport?

- ▶ Satisfy your most demanding customers and improve loyalty with faster resolution of issues
- ▶ Improve efficiency by automating the diagnostics of your most common customer problems
- ▶ Generate revenues even when you are unavailable for on-site calls due to conflicts, weather, traffic, off-hours, etc.
- ▶ Arrive at your customer site better prepared and properly equipped
- ▶ Introduce new revenue-generating services using iSupport's automation and secure remote management features, such as back-ups, updates, monitoring, etc.

Give your business a competitive advantage and build new revenues with iSupport™ from Roaring Pine.

Using iSupport™ on-site or remotely over the Internet, technicians and service reps can instantly examine, diagnose and repair customers' servers, PC's, and applications. Specialized one-keystroke test functions (macros) will help you deliver superior service that differentiates your business and turns frustrated customers into delighted referral sources.

Imagine your customers' relief when you quickly solve their desktop problems from wherever you may be, whenever you choose, day or night. iSupport™ can track down and alert your technicians worldwide and enable them to examine, repair and maintain — even if the customer cannot be present. It can access unattended servers and PC's in both scheduled and on-demand modes, including fully automated sessions that require no technician involvement. Generate new revenues by providing value-added proactive monitoring, maintenance and back-up services.

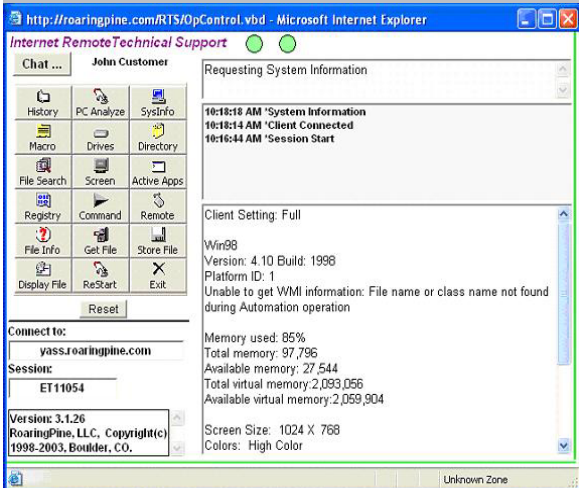
"I believe iSupport is the most comprehensive, robust, efficient product on the market today."

Brian McAdams
Former CEO
MyHelpDesk.com, Inc.

iSupport™ requires no pre-loaded software on the clients' PC's and will operate over the most basic Internet connections — even dial-up or PCS wireless on both ends. The product was designed with numerous security and control-related features for both the customer and technician. It uses combinations of encryption, encapsulation, and compression with proprietary protocols. Of course, iSupport™ is also firewall-friendly — disabling firewall settings is typically not required. Customers can approve each step in the session, and an audit trail of all actions performed is stored on both the client's and the agent's PC's.

Perhaps best of all, iSupport™ is comprehensive enough to eliminate the need for multiple support tools and simplify your life with a common user interface. It is easy to set-up and start using in one day. And its value will turn the heads of any business person, sometimes paying for itself in only one or two sessions.

iSupport™ Features & Benefits



Use iSupport's feature rich, one-click control panel to invoke blazingly fast resolution of server/PC problems.

Agent System Requirements

Microsoft® Windows® 95/98/2000/NT4.0+/XP
Microsoft® Internet Explorer® 5.5 or higher

Client Requirements

Microsoft® Windows® 95/98/2000/NT4.0+/XP
Microsoft® Internet Explorer® version 5.1 or later.

iSupport™ provides leading-edge capabilities for solving a wide variety of technical support tasks. Companies use it in applications ranging from online repair of PC's, to accessing unattended servers for out-of-hours maintenance, to support of QuickBooks users and real-time transfer of accounting files.

| Features | Benefits |
|-------------|---|
| FindMe | Allows your customers to track you down and alert you in two button clicks from their desktop. iSupport can also be launched from a website or a button in an email. |
| Online | Allows you to seamlessly transition into a remote technical support session when you receive an iConnect alert. |
| Direct | Allows you to quickly launch an iSupport session when a customer calls on the phone — without using a website form or engaging in chat. |
| SmartAccess | Allows you to access customers' PC's or servers when they are unattended — either on-demand or scheduled — using all of the features of the iSupport toolkit. |
| Assistant | Allows you to plug a memory stick into the target PC or server during an onsite visit, and then bring up the iSupport control panel and gain access to all of the iSupport tools. |
| Monitor | Allows you to monitor your customers' PC's automatically and avoid crisis situations. An iSupport Automated Agent runs tests on a scheduled basis for each designated PC. Each test sequence can be unique for that PC and then reused by you for your own remote or onsite troubleshooting. |
| Macros | Allows you to write diagnosis/repair sequences for frequently occurring problems, so you can repair them in a single button click when you encounter them again. |
| iConnect | The alerting and collaborative capability included as part of the iSupport package. iConnect alerts you by Internet, phone or pager when a customer needs help. Once an iConnect session is established, you can text chat with the person or talk on the phone while sharing visual information, forms and applications. |



Roaring Pine, LLC
1705 14th Street, #184
Boulder, Colorado 80302 USA

©2004 Roaring Pine, LLC
All Rights Reserved. All other trademarks are the property of their respective owners. iSupport and the Roaring Pine logo are trademarks of Roaring Pine, LLC

Distributed in the U.S.A. by:



Call: 888-841-3390
Email: info@deaconlloyd.com
Visit: www.deaconlloyd.com/solutions

iSupport™ is built on the proven Roaring Pine architecture for setting-up connections. It uses an intervening meet-me server and relies on only secure, outbound ports on the client side. As a result, iSupport™ works with most any firewall configuration on the client side without any changes. The simplistic, direct-connection alternatives on the market force the client machine to open inbound ports and frequently require changes to firewall settings.

With iSupport™, you can eliminate numerous single-purpose tools and their costs. You can consolidate your troubleshooting tools under one platform and one user interface with all of your favorite iSupport™ functions. iSupport™ gives you a competitive advantage — whether you are onsite or remote — with or without the customer present — for scheduled and on-demand help.

See how iSupport™ can help you!