Virtual Technician

February 2008
(trial)

New Communication Paradigm

- *Reduce negative touch points*
- *Create positive touch points*
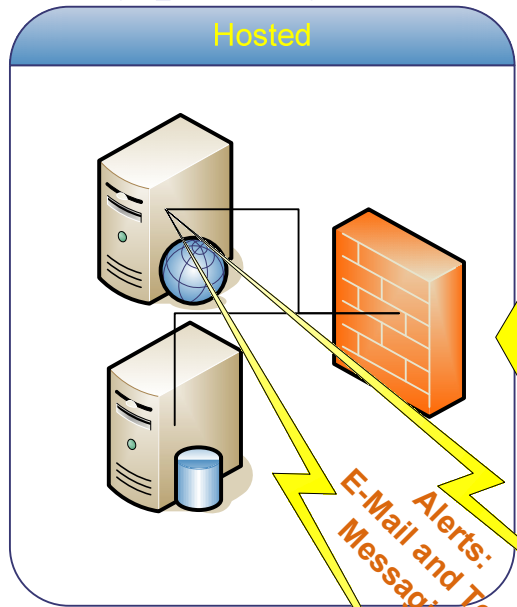- *Deliver support when needed*
- *Avoid Customer disruption*

Increase Support Efficiency

- *Address issues when small*
- *Avoid problems through maintenance*
- *Address issues during off-peak*
- *Know details of the problem*
- *Automatically fix issues*
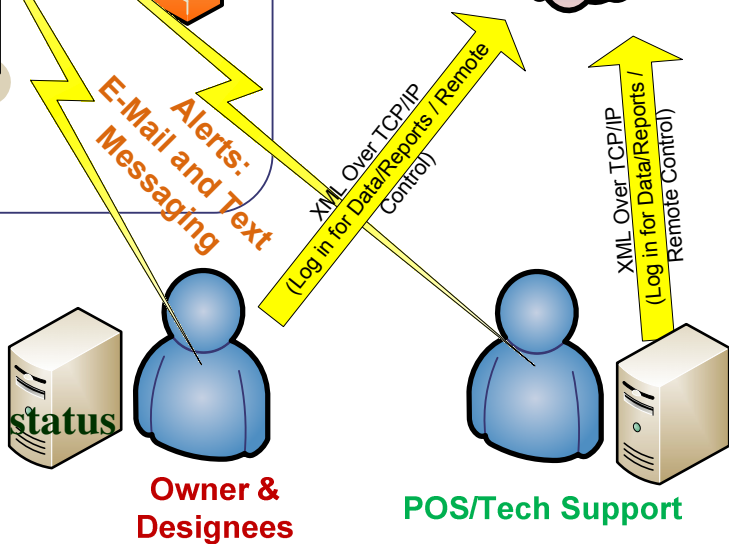- *Informed of system changes*

Landscape

Sotapop Consulting

Your Restaurant(s)

Restaurant #1

Restaurant #2

Server reports via email or text message to reseller any priority alarms/alerts

Hosted

XML Over TCP/IP (Send Data / SSL-out Remote Access)

XML Over TCP/IP (Send Data / SSL-out Remote Access)

Internet

XML over TCP/IP

XML Over TCP/IP (Send Data / SSL-out Remote Access)

Software agent on POS System reports to ASP/Hosting server

Restaurant #3

Alerts: E-Mail and Text Messaging

XML Over TCP/IP (Log in for Data/Reports / Remote Control)

XML Over TCP/IP (Log in for Data/Reports / Remote Control)

Accesses ASP server for status & remote, as specified.

Owner & Designees

POS/Tech Support

Monitoring Capabilities

Windows OS Monitoring
- *IP Settings or Changes*
- *Registry Changes*
- *Disk Space*
- *Services*
- *Processes*
- *CPU Spikes*
- *Bandwidth Spikes*
- *Installed Software*
- *Internet connectivity*
- *System Restart*

POS Specific
- *Version Changes*
- *Archiving*
- *Data Transfers*
- *CC Batch Settlement*
- *Backups*
- *Other based on POS*

Types of Data

- *Critical Data* – *Tell me so I can get to work addressing a problem*
- *Troubleshooting Data* – *Store the information so I can more efficiently troubleshoot*
- *Historical Data* – *Information that, over time, can provide additional knowledge*

Responding To Events

NOTIFICATION

- E-Mail
- Page
- Text Message

CORRECTIVE ACTION

- Restart Service
- Run Process
- Run Batch File
- Run VBScript
- Kill Process
- Reboot