

COMPUTRACE[®] THEFT PROTECTION



Combat theft, protect your data and track your mobile systems

ABSOLUTE SOFTWARE PARTNERSHIP

Dell has partnered with AbsoluteSoftware to bring you Computrace theft recovery and data protection services. Dell ships computers with Computrace embedded in the BIOS, which provides the highest level of theft protection because it allows the software agent to survive operating system re-installations, hard drive reformats and even hard drive replacements. Computrace security solutions offered through Dell help you address issues of data protection, computer theft recovery, asset tracking and regulatory compliance.

THEFT RECOVERY

As countless organizations can attest, the loss of a single notebook computer poses a serious security risk. Computrace is a proven software solution that helps deter theft, minimizes computer drift and recovers stolen computers. When a computer is reported stolen, a recovery team immediately begins working with local law enforcement to track and recover it. A \$1,000 Recovery Guarantee is offered depending on the product.¹

MOBILE DATA PROTECTION

Computrace provides the ability to keep data on stolen computers from falling into the wrong hands. When a lost or stolen system is connected to the Internet, the software agent enables you to locate the system and remotely delete business-critical data. This feature can help your business meet strict regulatory compliance requirements and can ensure computers are left clean and free of sensitive data at retirement.

SECURE ASSET TRACKING

To keep up with regulatory or internal compliance policies, your IT staff must be able to account for the location, user and configuration of each asset. With Computrace solutions available through Dell, you can easily manage software licenses, equipment leases, machine configurations and usage with remote monitoring capabilities. Alerts keep you informed of unauthorized system configuration changes, while asset tracking can help you or your IT staff remotely prevent and diagnose problems, control losses and enforce security policies.

\$1,000 RECOVERY GUARANTEE¹

Unique to the industry, Absolute Software offers a Recovery Guarantee of up to \$1000 to back up its theft recovery service. If a computer protected with ComputraceComplete goes missing, Absolute will recover it within 60 days or you may receive up to \$1,000 per computer.¹

- ABSOLUTE SOFTWARE GUARANTEE, WWW.ABSOLUTE.COM

AVAILABLE THEFT PROTECTION OPTIONS

ComputracePlus² is a subscription-based PC security and tracking solution, which enables you to:

- Track lost or stolen computers
- Manage computing assets & inventory
- Help deter computer theft
- Remotely delete data

AbsoluteTrack² is a secure PC asset tracking and PC inventory management solution to help IT departments perform daily computer inventory tracking functions, including:

- Track machines as they change hands or move around the organization
- Know where leased computers are and when they are due back
- Perform software inventory management to help ensure software license compliance
- Create predefined alerts to manage users operating outside corporate policies
- Automatically detect unauthorized software and hardware installations
- Proactively diagnose problems remotely to identify preventative maintenance tasks and reduce help desk costs
- Use reports to plan and budget for upgrades, migrations and machine retirement

ComputraceComplete² is the ultimate tracking and loss prevention solution offered by Absolute Software. The solution combines the best features of AbsoluteTrack and ComputracePlus into one comprehensive package and also adds Absolute's \$1,000 recovery guarantee.¹

CUSTOMIZE YOUR DELL PROSUPPORT SOLUTION

Dell ProSupport starts with the Dell ProSupport for IT service model designed for IT professionals like you. Dell ProSupport for IT provides:

- 24x7 Direct access to Dell Expert Centres
- Fast-track dispatch for Dell-certified technicians
- Escalation management through Dell's Global Command Centres

To further customize your Dell ProSupport solution, select one or more of the following Dell ProSupport Options that are designed to fit the way you use your technology.

CUSTOMER NEED	OPTION	DESCRIPTION
Speed of Response	Specialized Onsite Service³ Options	Allows you to augment your daily IT management or tap into specific technical expertise for critical projects when needed.
	Same-Day Onsite Service³	After phone-based troubleshooting, provides a Dell-trained technician onsite within 4 hours of problem determination (depending on location).
Protection	CompleteCare Accidental Damage Service⁴	Repairs or replaces accidentally damaged systems.
	Keep Your Hard Drive⁵	Enables you to control your sensitive data by retaining your hard drive.
Premium Proactive	Enterprise-Wide Contract	Provides a deep support relationship and is ideally suited for more complex IT environments. Includes a designated Service Delivery Manager, proactive planning and reporting to help you maximize uptime and performance.

¹ The services offered with Computrace Locket for Laptops, ComputraceComplete and the Recovery Guarantee is offered by Absolute Software, Inc. Computrace Locket for Laptops and ComputraceComplete are not insurance policies nor a replacement for insurance. Neither Dell nor Absolute insures a computer against theft or loss. For ComputraceComplete, the amount received for a lost computer varies based on age of computer, and is up to the lesser of 90% of purchase price or \$1,000. Valid for computers stolen in the US, Canada, the UK and Australia only. Exercising the data deletion service on a stolen computer renders it ineligible for the Recovery Guarantee. Additional restrictions apply to the Recovery Guarantee offered by Absolute; visit www.absolute.com/PDF/EULA.pdf for complete details. This product is not warranted or supported by Dell. Sales through Dell are subject to the terms and conditions at www.dell.com/policy/legal/termsandsale.htm.

² Your contract for Computrace[®] theft recovery service will be with Absolute Software Corporation, and is subject to the terms and conditions at <http://www.absolute.com/solutions-theft-recovery.asp>

³ May be provided by third-party. Technician will be dispatched if necessary following phone-based troubleshooting. Availability varies. See dell.ca/servicecontracts for details.

⁴ CompleteCare service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Customer may be required to return unit to Dell. For complete details, visit www.dell.ca/servicecontracts.

⁵ The defective hard drive must still be covered by the hardware limited warranty. For a copy of the Limited Warranty, visit <http://www.dell.ca/servicecontracts>.

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