

## Increase productivity and reduce IT costs — Let ADP handle the headaches of managing your PCs

### DEALERSHIP AREA

Dealership-wide

### ISSUES

PC Security

PC Support

PC Maintenance

Employee Productivity

Reducing Costs

For less than \$1 per day per user, ADP's Desktop Services can maximize employee productivity and reduce your overall desktop support cost.

ADP offers complete system support for your PCs. Whether you purchased your equipment from ADP or not, ADP's Desktop Services lets you take full advantage of the same professional support engineers who service your DMS, network, peripherals, and ADP applications.

ADP's Desktop Services is designed to keep you and your employees connected to data residing on your Dealer Management System, Internet, and manufacturer communication systems.

We'll provide you with a single source solution aimed at reducing your IT expense and increasing employee productivity.

### We provide a complete set of services in one bundle

**ADP's Protection Package** – Includes anti-virus software and all updates as long as the PC is under an active maintenance plan. Also includes a Supportability Package, that includes Smart Desktop Agent which provides remote access, diagnostics, self-healing, and system recovery tools.

**ADP's On-Site Hardware Support** – Includes on-site visits by ADP's professional support engineers.

**ADP's Help Desk Support** – OS-level support and restoration to hardware's purchased state for Windows® XP and Vista operating systems, and Internet Explorer.

### Count the ways to save and be secure

#### ADP's Protection Package brings you:

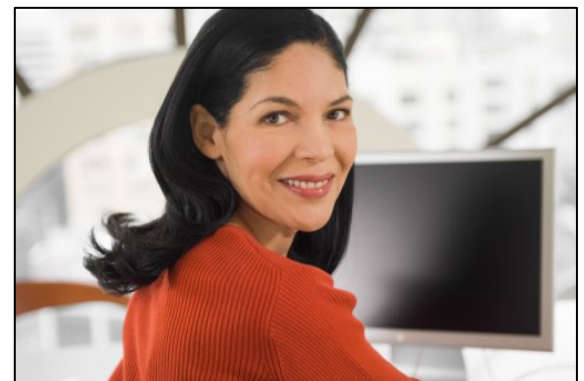
- Anti-virus
- Remote access (aids in problem diagnosis and remote repair capabilities)
- Smart Desktop Agent (provides diagnostics, self-healing, and system recovery tools)

#### ADP's On-Site Hardware Support brings you:

- On-site isolation and repair (includes materials)
- Re-imaging of PCs
- Connectivity hardware support
- Loaner PC if needed

#### ADP's Help Desk Support brings you:

- Operating system support
- On-line support via ADP's e-Support web site
- Local area network (LAN) trouble isolation
- Connectivity (DMS, Internet & Manufacturer) support
- Internet Explorer support



To learn more about how to reduce your PC maintenance costs, call  
**888.424.6342**

# ADP's Desktop Services

ADP's Desktop Services provides professional, prompt, next-business day service for your PCs, all provided by the same company currently providing your DMS, Network, Peripherals and ADP Application support.

**Ask yourself:**

- How much are you spending today to support your PCs?
- How much time are you spending tracking down and resolving PC-related issues?
- What does PC downtime cost your dealership in lost sales and productivity?

*Does your current provider offer the same level of support?*

**Compare ADP to other 3<sup>rd</sup>-party providers**

Use the following table below to help you evaluate ADP's Desktop Services features versus other 3<sup>rd</sup>-party providers. You'll find that ADP's offerings are more cost-effective while offering a single source for all services.

	ADP	PC OEM	In-House	3 <sup>rd</sup> -Party
<b>Help Desk Support</b>				
OS & Internet Explorer Support	✓	N/A	✓	✓
DMS Connectivity	✓	N/A	?	
Internet Connectivity	✓	N/A	✓	✓
Manufacturer Connectivity	✓	N/A	?	
ADP Application Support	✓	N/A		
<b>Hardware Support</b>				
Remote PC Hardware Isolation	✓	✓	?	?
On-site Isolation and Repair	✓	✓	✓	✓
Includes Materials	✓	✓	Cost-Plus	Cost-Plus
Re-Image PC Hard Drive	✓	N/A	✓	✓
Ensure End-User Connectivity	✓	N/A	Cost-Plus	Cost-Plus
Loaner PC if necessary	✓	N/A	Cost-Plus	Cost-Plus
<b>Protection Package (Software)</b>				
Anti-Virus Protection	✓	N/A	Cost-Plus	Cost-Plus
Remote Connectivity	✓	N/A	Cost-Plus	Cost-Plus
Self-Healing	✓	N/A	Cost-Plus	Cost-Plus

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