

Attempting to Limit Visitors to Your Facility by Leveraging Remote Support Capabilities?

Looking for faster response to service requests?

CTSI will provide a compact, purpose-built device with network connection to your installed system which will enable secure communication by CTSI's Technical Support Team. This gateway device will feature our SecureLink application, which provides real-time, audit-tracking remote access to all network connected hardware for remote support applications.

SecureLink is like an on-demand VPN with next-generation security and audit capabilities. CTSI has access to the connectivity required to quickly resolve your issues. You will have peace of mind knowing you have total control over our access and a detailed report and video of all work performed.



CTSI SecureLink Remote Access Delivers:

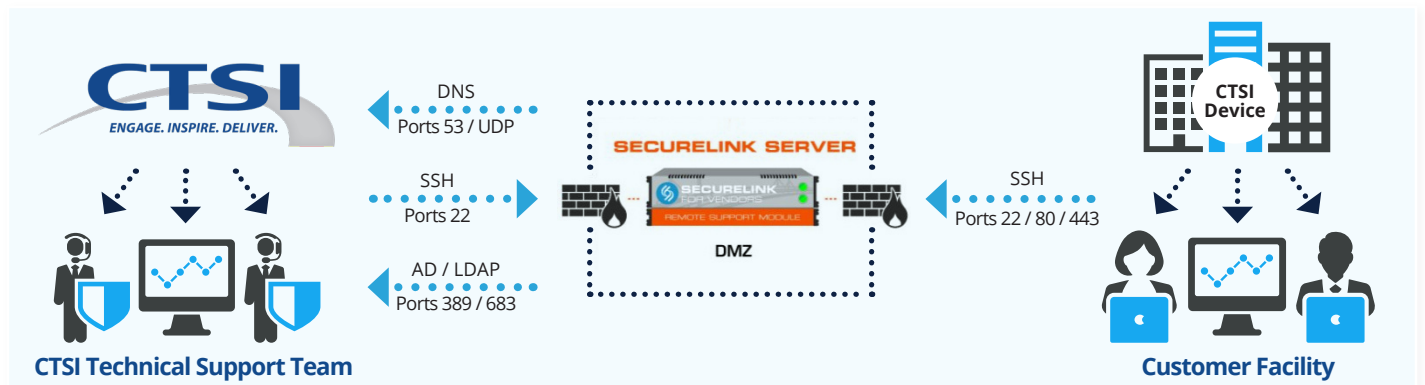
- The power of multiple skilled and certified CTSI Engineers via the CTSI Technical Support Team.
- Access to CTSI Engineers to rapidly assess troubles and restore your systems to run at peak performance.
- Highly secure remote access technology with full customer control and audit capabilities.

What's Included in the Kit?

- One (1) CTSI SecureLink Appliance with SDRAM and Solid State Drive
- Onsite Installation and Remote Access connection confirmation
- CTSI SecureLink Integration and Onboarding
- Four (4) hours of CTSI Remote Technical Team Support Access

How Do I Get Started?

- Have CTSI install your CTSI Securelink Remote Access Kit
- Enable CTSI access via the CTSI Securelink Customer Portal



How Do Service & Support Requests Work?

- When issues arise, contact CTSI Customer Care.
- Via phone, our CTSI Technical Support Team experts begin to troubleshoot remotely.
- Our Technical Support Team uses real-time diagnostics, to work through multi-vendor troubles with speed and efficiency.

What if on-site resolution becomes a necessity?

- Our skilled technicians are dispatched to address any on-site items while our Technical Support Team stays engaged through incident resolution.

How Much is this Going to Cost?

- The standard kit includes (1) PC and (1) connection to network devices for **\$4,750.00**
- Four (4) hours of support from the CTSI Remote Technical Team Support is included in this offer.
- For additional support hours, customers may use a CTSI Customer Care Agreement or the CTSI Time & Materials Rate Card to cover additional service & support calls.
- Should your site require custom integration for remote access support, CTSI engineers will assess your environment prior to deployment.



Show me the Details!

CTSI will provide a compact, purpose-built device with a customer provided network connection to your installed system to enable secure communication by CTSI's Technical Support Team. This gateway device features our SecureLink application, which provides real-time, audit-tracking remote access to all network connected hardware for remote support applications.

As part of our ongoing commitment to providing secure, compliant, and next-generation support, CTSI is proud to standardize with SecureLink for our ongoing remote customer connectivity. SecureLink offers the most secure & effective remote support solution available.

SecureLink is like an on-demand VPN with next-generation security and audit capabilities. CTSI has access to the connectivity required to quickly resolve your issues. You will have peace of mind knowing you have total control over our access and a detailed report and video of all work performed.

SecureLink is part of CTSI's ongoing commitment to providing the very best in client support and always putting our customers business requirements and security first.



Get SecureLink Support

For help choosing the right Maintenance Program and to learn more about keeping your systems running at their optimal performance level...

Contact CTSI now by calling:

Washington, DC: 703.631.3377
 Richmond, VA: 804.559.4274
 Baltimore, MD: 410.583.8900