

## ProSight Individual User Essentials

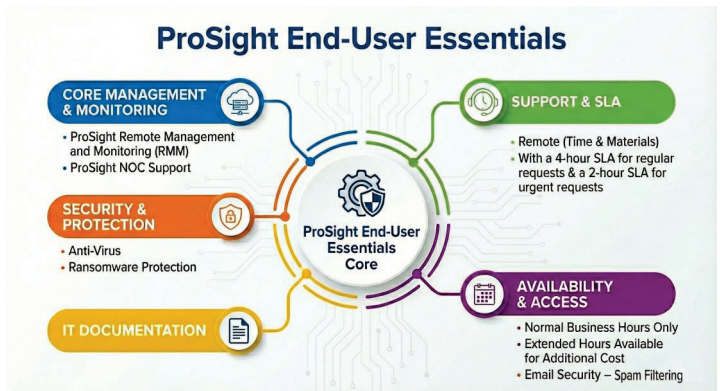
### Enterprise-Class Protection & Support for Your Personal Workstation

**Focus on your work, not your computer.**

You shouldn't have to be an IT expert to keep your computer safe and fast. The Progent Individual User Package provides you with the same high-level security and support used by large corporations, scaled down to fit your specific needs. We handle the updates, the security, and the glitches so you can just log in and go.

#### What You Get

- **Proactive Monitoring:** We fix silent issues before they cause any issues with your computer.
- **Advanced Security:** AI-driven protection against viruses, malware, and ransomware.
- **Guaranteed Response:** Strict SLAs ensure you aren't ignored.



#### The Specifics

##### CORE Services (Included)

- ✓ **24/7 Computer Health Checks:** Think of this as a check-engine light for your computer that we monitor for you. We use our ProSight tools to run silent, automatic maintenance in the background. It keeps your software up to date and fixes minor issues before they become crash-causing problems.
- ✓ **Advanced Virus & Ransomware Shield:** Standard antivirus isn't enough anymore. We provide SentinelOne, a military-grade security guard that lives on your computer. It uses artificial intelligence to instantly detect and stop hackers, viruses, and "ransomware" (malware that locks your files) before they can do any damage.
- ✓ **Your Secure "System Blueprint":** We create a secure, detailed record of your computer's specific setup. This means if you have a problem, our technicians don't have to ask you 20 questions to figure out what computer you have—we already know your system inside and out, allowing us to fix issues faster.
- ✓ **Guaranteed Fast Help (4-Hour Response):** When you are stuck, you don't want to wait days for a callback. We guarantee that our expert remote support team will begin working on your reported issue within four hours. We can often resolve the issue remotely without you leaving your desk.
- ✓ **Real Human Experts Watching Your Back:** Software is great, but human expertise is better. Our team of real people who review the alerts coming from your computer. If a security threat pops up or a hard drive starts to fail, our experts see it immediately and spring into action.
- ✓ **The "Clean Inbox" Guard:** Most computer viruses arrive via email. We set up a smart email filter that scans your incoming mail in the cloud before it hits your inbox. We strip out dangerous links, phishing scams, and annoying spam so you never accidentally click on something malicious.

##### TAILOR YOUR PROTECTION

*Customize your plan with these high-value add-ons:*

- **Total Data Backup:** Automated Cloud File & SaaS Backups (M365/Google) with monthly testing.
- **HIPAA Compliance:** Specialized backup solutions for regulated industries.
- **Human Firewall:** Security Awareness Training to stop social engineering.

*We believe that individual users deserve the same speed, security, and reliability as big businesses. With ProSight Individual User Essentials, you aren't just buying software; you are hiring a team of experts dedicated to keeping your business up and running.*