



## **Best in Class Backup and Recovery Solution Fully Customizable and Brandable**

When PC users lose valued content due to system failure, they lose more than just data. With nowhere to turn, users contact their PC provider – who only operates support services to maintain desired levels of customer satisfaction. Support costs remain unfunded while competitors differentiate themselves by offering value added services. SoftThinks can help. We have ten years of success in providing the world's leading brands in the personal computing industry with solutions for Content and Protection. Our comprehensive solutions can help you support your customer and decrease your costs.

## **Business Challenges**



As hardware margins decline, it is imperative to sell additional solutions to secure PC on a longer term and help reduce the owner's maintenance cost and the provider can be an important way for PC OEMs to maintain profitability.

Consider these challenges:

**In call centers**, technicians spend valuable time supporting people with system failures. It goes beyond PC support when precious data has been irremediably lost. Getting your hard drive plate reading by a third party company in a dust-free room may be the last chance, but is a long, tedious and expensive process compared to SoftThinks Pro-active solution.

**In maintenance center**, when a complete system re-installation is the last solution, it becomes a complex logistic process to get the authorization to overwrite or extract user data.

Whatever the solution, the customer is trapped between an expensive repair service and complete data loss.

Customers are not empowered to take care of themselves and have no other recourse than to rely on costly and slow computer service centers. Without preventive solutions, customers look elsewhere for their service and hardware needs.

**But now there are solutions designed to address all these issues.**

SoftThinks is the industry leader in customizable System and Content Protection software for PC environment. Our long-term experience in backup and recovery software can help you grow new revenue by selling new services and decreasing your support cost.

# PC Angel 2009



## PC Angel™

PC Angel™ 2009 is compatible with all Windows® operating systems including Windows 7.

Available in 14 languages

SoftThinks PC Angel™ is a customizable and brandable software product designed to protect the user's system, applications, and personal data. Private branding enables the Service Provider to associate their brand with a software recovery solution, enhancing customer awareness of the brand thus increasing fidelity to better services.

Using PC Angel, users create Recovery Disks that can be written to physical media or a USB drive. In the event of a system failure, the Recovery Disk allows the user to return a PC to a previously fully functioning state if the Recovery Partition is inaccessible.

The Recovery Partition is a reserved small area of the Hard Drive disk holding factory image and WinPE (a customized microenvironment). This area allows recovering from system or driver(s) instability. Re-installation of pre-installed applications is also an option. This embedded solution optimizes recovery speed and reduces down times for customers.

Booting in WinPE or on Recovery Disks allow to access to the PC Angel Emergency Backup Mode which backs up value user data on an external Media before any re-installation or recovery operation optimizing the customer satisfaction regarding data recovery.

From Windows, PC Angel empowers users with system and content protection with a simple friendly user interface. Users can run or schedule regular system and/or data backup either on the local disk or on external media drive for a better protection.

**SoftThinks USA Inc.**  
11940 Jollyville Road  
Suite 225-S  
Austin, TX 78759  
USA

**Contact**  
**Steve Benton**  
**Tel: +1 800 305 1754**



Offering PC Angel gives the opportunity to increase profits with pre-installed or after-sales market model. Similar products available today can have a retail cost of \$49 and require to stock retail packages. With PC Angel, there is no upfront cost for inventory, just profit.

## Deployment Suite™

The SoftThinks Deployment Suite™ (SDS) is the ideal solution for PC Providers, VAR and reseller service needs, whether for PC Configuration and deployment or for repair and maintenance operation. Serving as a deployment tool, SDS allows technicians to manage a dynamic central library of software components that can create, store and manage an unlimited number of PC software configurations.

Serving for maintenance services, SDS can identify, diagnose, deploy or re-deploy systems on any PC connected to the network with full reporting capabilities.

SDS and PC angel are fully integrated to speed up installation, re-installation and repair processes.