

Are you looking For An Easier Way To Manage And Support Your Macintosh Systems?

Total Recall Software has the solution you've been looking for; it's called Help! Network. When we designed Help!, we knew many of our customers would need capabilities to support multiple users on a network or via dial-up connections at remote sites. With Help! Network, system managers and support providers can use their Macintosh as a system management workstation and **get a complete problem analysis and system inventory report in about three minutes** just by double-clicking an icon of a client's machine. Help! Network makes your job easier, saves time and money, and improves the quality of support services.

The Experts Say: "...the primitive management technique of throwing bodies at the problem will not work in the 1990s. New funding for technical support should be targeted at highly leveraged technology."

Gartner Group

Help! Network's knowledgebase and remote management features are high leverage technology. Help! Network is also our primary platform for building future system and network management capabilities.

Here are 12 reasons why Help! Network is right for you:

1. Help! Network has all the problem solving power of MacMedic™ System Configuration and original Help! in a package designed for support professionals.
2. Save time and money by managing and problem solving from your own Macintosh instead of traveling to each of your clients.
3. Support remotely connected clients who are using Apple Remote Access or other dial-in software.
4. Just think: You won't have to install and remove (!) Help! or MacMedic™ System Configuration for each system you have to support.
5. Optional monthly updates of the Help! knowledgebase for sites that experience constant change.
6. Save time by remotely collecting multiple profiles simultaneously instead of visiting each Macintosh in person.
7. You can export data from the system profiles you collect and then import this information into your favorite database.

8. Clients aren't interrupted from their work since the Help! Probe collects profiles seamlessly in the background.
9. You can collect profiles while you use your Macintosh for other activities. All client communication happens in the background.
10. You will always be able to see the progress of each collection since Help! Network displays the status for each client.
11. You can review problem reports and system inventories while other client profiles are still being retrieved.
12. You can store and retrieve important client information, such as the client's name, phone number, or equipment serial numbers, on each client's Macintosh.

Help! Network is available from many fine resellers, or for more information, call Total Recall Software sales at (800) 743-0566

There is a 5-user, 30-day demo available at the Help! website (<http://software.totalrecall.com/help/index.html>)