

Virus Prevention, Detection & Removal

*Prevention,
detection and
removal of
computer viruses*



Overview

We are a reseller of McAfee's anti-computer virus products. We can provide software and procedural safeguards to protect you from the inconvenience and loss of data that can result from viruses infecting your system. And if your system does become infected, we can help eradicate the virus.

Features and Benefits

- Prevention. We will provide software for detecting and preventing viruses, train you to use the software, and provide information on how viruses are spread.
- Detection. We can periodically scan your system or monitor it full time to ensure that viruses don't exist, or detect and identify any that do.
- Removal. We will assist you in the removal of viruses that have been detected.
- This product can be included in a fixed price support agreement resulting in response, diagnosis, and remedy being handled in the same manner as any other covered system element.
- As part of a Support Agreement, the benefits include quick response, no extra charges, and no difficulty assigning responsibility.
- Also under a support contract, EMF can manage the process of keeping your virus detection software up-to-date, ensuring that the latest viruses can be found.

Eligibility

- Available on any Windows9x/Me/NT/2000, MS/DOS, OS/2, or Macintosh desktop systems and on Microsoft NT/2000 or Novell NetWare networks.
- For other systems, consultation on prevention and removal is available.

- This service is available with or without our Support Agreements. A fixed cost anti-viral contract is available only to contract customers.

Options

This service is available as a stand-alone consulting service or it can be incorporated in a support agreement. Contact your account manager for more information.

Pricing

Services are billable at our prevailing time and expense rates.

Discounts for large blocks of time or prepaid blocks of time are available. Rates depend on the level of consultant required.

McAfee Associates software is available for detection or removal on stand-alone or networked systems. Site licences are available for large installations.

Training on improving procedures or the use of anti-virus software is available either at your site.

Contact your account manager for information or a proposal.

Limitations

- Virus protection services are provided on a "best efforts" basis; with the proliferation of viruses, there can be no guaranteed protection against their introduction to your system. We will, however, meet our professional responsibility to stay current with the latest industry information and diagnostic techniques.
- No aspect of this service should be considered a substitute for good internal security and data backup procedures. ◆

EMF Inc.

HEADQUARTERS
60 FOUNDRY STREET
KEENE, NEW HAMPSHIRE 03431
603/352-8400 FAX 603/357-9442

An Affiliate of **ISSI**