



**DCRS Value Added  
Managed Service**



***LiveAlert &  
Connect***

**Downtime is something no business can afford. Your time is best spent focusing on your business and your customers.**

***LiveAlert&Connect Services*** discover problems before you report them and allow our experienced technical support staff to securely access and remotely repair your POS Server, while limiting disruptions to your business as well as your time.

***LiveAlert&Connect Services*** - Our PCI-validated, internet-based hosted monitoring and access service for your store's POS Server offers built-in security like two factor authentication and strong password policies. Unlike pcAnywhere (dial-in product used by some POS providers), only authorized users can pass through the firewalled Host to use ***LiveAlert&Connect***, and all users are logged for maximum security.

***Ensure Your Compliance*** – ***LiveAlert&Connect*** have been security assessed by Trustwave as meeting PCI-DSS requirements. ***LiveAlert&Connect*** uses standard web-based ports, not “specific” ports like pcAnywhere. Using pcAnywhere and staying PCI compliant is now very complicated with the new password requirements, and can open you up to breaches.

***Avoid Operational Disruptions*** – ***LiveAlert&Connect*** monitors certain functions of your POS Server's software and Windows Operating System for earlier resolutions to problems, by alerting us before you report the problem (or the end result of problem).

***Avoid Bank Deposit delays*** – ***LiveAlert&Connect*** can monitor Credit Card Batch Settlements on some of the POS applications we sell, to help prevent delays to your bank deposits.

***Reduce Your Support Involvement*** - ***LiveAlert&Connect Services*** are designed to change our service from “how quickly your problems are solved” to “how few problems you are reporting”, because we discover and fix many of those types of problems before you know they exist.

***Increase Time Spent on Your Business*** – ***LiveAlert&Connect Services*** deliver a new level of premium service to help reduce or prevent your downtime.

8.22.11

How does ***LiveAlert&Connect*** work?

**Agent Software Loaded – LiveAlert&Connect** software is loaded on your POS Server, which monitors your system and communicates only to the host server.

**Encrypted Message Sent - LiveAlert&Connect** generate an encrypted message to the host server that an error or event has occurred. Because all communication is initiated from your agent (at your store) to the host software, inbound communication risks do not exist!

**We Receive the Alert** - The host server sends a message to our LiveHelp staff.

**We Connect to Your Store & Repair** - Our LiveHelp staff reacts to your problem before you know it! **LiveAlert&Connect** then provides us a secure remote access connection to make needed repairs in a PCI-validated manner. All communication uses Secure Socket Layer over standard Internet ports. There are no issues with access through network security firewalls.

**LiveAlert&Connect Services** include first year connection, are included our SonicWall Protection Kit used in all our systems, and automatically renewed with your Support Plan renewal.

You can even add the **LiveManager Connection**, to connect to your **LiveAlert&Connect** site(s) that have a POS Server, from anywhere! With a **LiveAlert&Connect** subscription already in your store, **LiveManager Connection** can access your store(s) from a designated email address at home, office, or anywhere.

See the **LiveManager Connection** document for more details, and add a subscription.

## **Do you know a POS vendor that provides a PCI-validated support solution?**

