



THEFT RECOVERY FOR COMPUTERS

NetTrace offers a field-proven, cost-effective, managed service to provide organisations with what they need to secure and protect their computer investments, reduce total cost of ownership and control computer loss.

Remote or local, laptop or desktop, securely tracking, protecting and managing computer assets has never been as cost effective or problem free. Organisations of all sizes in any industry can use NetTrace to automatically gather accurate and thorough asset data on an entire computer population and synthesise it into useful security and asset inventory information.

NetTrace empowers its customers to take control of their computers across the company.

NetTrace Loss Control

Computer tracking and loss control services, enabling NetTrace to locate stolen computers and providing companies with the legal means to deal with theft perpetrators. If your computers are stolen, NetTrace offers a full theft recovery service to get them back.

NetTrace Inventory Management

Computer asset tracking and inventory management services enabling organisations to perform automated, daily hardware and software inventory tasks.

TAKE CONTROL OF YOUR COMPUTER ASSETS

NetTrace can establish:

Where your computers are located

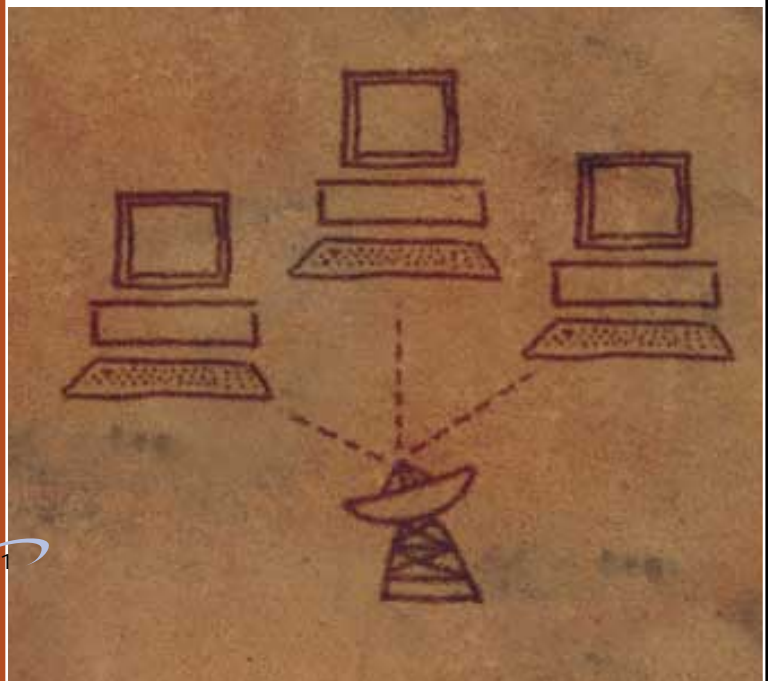
Who is using your computers

What hardware and software you have

When your computers are moving

Why you might be losing money on your computer investments!

NetTrace's service model means organisations don't need to buy and maintain servers, write code or install expensive databases, or increase IT resources to manage on-site systems in order to benefit from NetTrace's services.





The

Technology

NetTrace utilises the patented Computrace® Technology Platform, designed and developed by listed Canadian company, Absolute Software Corp., and comprising the Computrace Agent and the Absolute Monitoring Centre.

The Tracking Agent

Once installed on a computer's hard drive, the stealthy tracking device – the tracking agent – automatically contacts the Monitoring Centre on a scheduled basis, transmitting the computer's originating phone number or IP address and other auto-discovered data points such as hard-drive size, processor speed and operating system. Ongoing communication between the tracking agent and the Monitoring Centre is silent and requires no action by the user and is maintained via an Internet or phone connection. No passwords or additional network connections are necessary so the user doesn't even know that the tracking agent is at work.

Tracking Agent Requirements

- 486 or faster processor
- Hayes-compatible modem and/or Internet connection
- Windows 95, Windows 98, Windows 2000, Windows NT, Windows Me or Windows XP.

The Monitoring Centre

All asset data is kept in a secure central repository and can be accessed 24 hours 7 days per week by authorised administrators via self-serve reports in the Customer Centre area of www.nettrace.co.za. The Monitoring Centre archives all tracking agent transmissions, providing a current audit trail on each PC. When the tracking agent transfers asset data, the Monitoring Centre sends the next scheduled call time and date to the tracking agent.

As long as a remote or mobile computer is turned on and connected to the Internet or a telephone line, the patented tracking agent can transmit auto-discovered asset data.

SIMPLIFY AND AUTOMATE

- **Reliable and persistent**
- **No capex required**
- **No user intervention**
- **Mobile computer connectivity**
- **Unchanged computer performance**
- **No bandwidth constraints**
- **Easy install**

THINK OF IT AS A SEARCH AND RESCUE OPERATION FOR YOUR COMPUTER.

Today's thieves find a thriving market for computing power and technology and also for the corporate information that resides on computers. The reality is that, unless your computer assets are secure and can easily be tracked at all times, they can undermine your best security strategies. NetTrace - protecting your company and its computer assets

NetTrace

Loss Control

NetTrace Loss Control services are supported by Computrace®Plus, a computer tracking and loss control service developed by Absolute Software Corp.

Tracking and Recovery

Keep track of your entire computer population and put an end to uncontrolled losses and potential security breaches with NetTrace.

Deter Theft

Industry analysts estimate that internal employees commit about 70% of computer theft. Instantly decrease your internal theft by publicising to employees that a tracking device is installed on all computers.

NetTrace customers have seen internal theft rates drop below the industry average of 3-5%, whether they publicise the use of NetTrace or word has trickled out as a result of recoveries.

Investigate Loss

Find out when devices change hands or are drifting from department to department, to contractors, to home offices or to unauthorised third parties. While not criminal per se, these situations do represent possible loss and intrusion. Uncover internal thieves, accomplices and full-blown theft rings and track thieves along with stolen computers.

Locate Stolen Computers

Report a stolen computer to the NetTrace Recovery Team via www.nettrace.co.za or by telephone or e-mail. The computer is then flagged as 'stolen' in the Monitoring Centre database.

The next time the tracking agent calls, NetTrace Recovery Officers are immediately alerted, and the Monitoring Centre automatically instructs the tracking agent to call every 15 minutes until the computer is recovered.

The physical location of a missing computer is pinpointed by using one or both of the following technologies:

Caller Line Identification (CLI)

CLI is a unique process that allows us to identify the originating telephone number of any call location in South Africa – even unlisted numbers and those equipped with Caller ID blocking. Recovery Officers then work with the SAPS to obtain the physical location of the computer.

IP Address

All Internet communications are based on an IP address, which is an unique fingerprint for every computer at the time of communication. When the Monitoring Centre captures a stolen computer's IP address, it is traced to the owner of the IP domain (e.g. company, ISP, government agency). Using the information supplied by Recovery Officers, law enforcement can obtain corresponding subscriber information.

Theft Recovery

The NetTrace Recovery Team has worked hard to develop relationships with the SAPS across South Africa, and has set up full criminal and civil procedures to recover your computers. NetTrace's proactive approach to the entire recovery process protects you from the complications, liabilities and potential dangers involved in retrieving stolen computers.

Asset Tracking

The first step to protecting an organisation against theft and being secure is to have accurate asset information at your fingertips. With NetTrace's Loss Control Service, organisations can track computer location information as well as auto-discovered system information, e.g. operating system, hard drive size, and processor type and speed.

Web Reports

NetTrace provides instant answers to basic inventory and tracking questions with web-based reports that can be generated by accessing the secure Customer Centre via www.nettrace.co.za.

- Asset Inventory Reports
- Loss Control Reports
- PC Readiness Reports

Track Leases

Keeping track of leased devices is critical to prevent loss and to avoid the costly penalties associated with not returning a leased computer on time. Lower your security risk and total cost of ownership by tracking leased machines more proactively and efficiently.

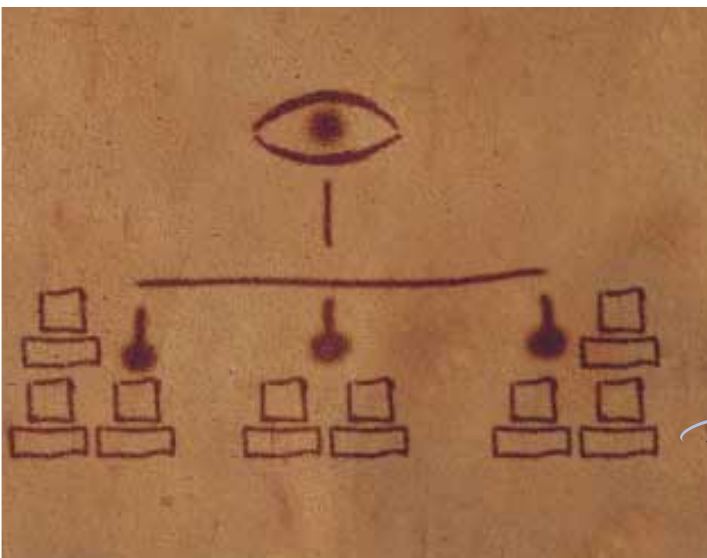
COMPUTER THEFT IS A REALITY

- A computer is stolen every 43 seconds
- 1 out of 14 laptops is stolen
- 1 out of every 10 stolen laptops is taken at an airport
- 93% of stolen computers are never recovered
- 70% of computer theft consists of inside jobs

Our Recovery Teams have been able to recover over 95% of the stolen computers that contact the Monitoring Centre.

EASE OF USE

Web reports can be printed, e-mailed, saved, or downloaded in comma-delimited format for easy import into most database and spreadsheet applications. Administrators can also generate specific reports by defining their own search criteria, with no extra programming.



Inventory Management

NetTrace Inventory Management services are supported by AbsoluteTrack, a secure asset tracking and inventory management service for computers, developed by Absolute Software Corp.

Protecting your Investment

Most organisations would agree that the cost to acquire and manage their assets constitutes a significant financial investment. Securely track computer assets and improve inventory management and loss control with NetTrace.

Better Plan and Budget

Accurately plan and budget for individual or company-wide upgrades and for machine retirement. Maximise computing power by matching machine capabilities with user requirements.

Ensure Software License Compliance

Capitalise on your software investments by monitoring software license usage and compliance to license contracts.

Centralise Lease Information

Avoid costly penalties associated with not returning leased computers on time by centralising lease information and locating machines whenever they are needed.

Control Loss

Keep track of computers as they drift from employee to employee, department to department, to home offices or to the home of contractors.

Protect Corporate Security

Automatically detect a new modem, an outdated anti-virus tool or even unauthorised software and take corrective action when necessary.

Reduce Help Desk Costs

Troubleshoot on the fly and avoid many break-and-fix situations by diagnosing computer problems before they occur and perform preventative maintenance tasks.

Web Reports

With NetTrace's Inventory Management Service, the

tracking agent auto-discovers comprehensive asset data on your entire computer population.

Proactive Alert

Using the customised alert function, you can be notified via email or SMS of all changes to your hardware and software and configurations thereof.

The tracking agent is secure and reliable so the information provided is always accurate. By assessing the secure Customer Centre area via www.nettrace.co.za, IT administrators can dynamically generate a number of pre-configured or customised web reports. Reports simplify daily or ongoing asset inventory tracking functions and also prevent computer loss.

Administrators can tailor make different types of reports.

- Asset Inventory Reports
- PC Readiness Reports
- Software License Compliance Reports
- Lease Management Reports
- Loss Control Reports
- Security Reports

THINK OF IT AS AN AUTOMATED AUDIT OF ALL YOUR COMPUTER HARDWARE AND SOFTWARE ASSETS.

NetTrace answers the call for businesses that don't have the budget or resources to implement a large-scale asset management system, or the need for its inflated feature set. Even if an enterprise solution is in place, NetTrace offers an ideal complimentary inventory model for tracking computer hardware.

NetTrace - ensuring that your local, remote and mobile computers are securely monitored and managed to reduce total cost of ownership.



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Theft recovery for computers

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