



Forewarned is Forearmed: Keeping Laptops Healthy with EasyGuard

Introduction: Ensuring Reliability

Notebook computers now represent a majority of new PC purchases in both business and consumer markets. With this majority status comes an increased interest from mobile workers and company IT departments in making sure that each laptop is as reliable and durable as possible, keeping users productive and not “out of action.”

Any notebook or software failure becomes an important consideration in selecting a notebook supplier. Research firm J. Gold Associates estimates

that companies can experience 10 percent or more notebook failures per year, and that each notebook failure costs \$865 to repair. It’s no wonder, then, that businesses

need a more robust and cost-effective way to monitor and pre-empt potential problems their users may encounter.

Toshiba EasyGuard® technology is a feature-rich set of hardware and software components that provide superlative user support in four key areas: *Protect and Fix*, *Secure*, *Connect*, and *Manage*. The fourth generation of EasyGuard introduces PC Health Monitor, a combination of software utilities that monitor system health and recommend corrective actions where warranted, and a notification system to tell users when problems exist, resulting in a more productive and more cost-efficient laptop deployment.

What Does PC Health Monitor Do?

PC Health Monitor is an exclusive component of EasyGuard, designed by Toshiba engineers to maximize durability, reliability, and usability of Toshiba business notebooks. PC Health Monitor tracks the notebook’s performance automatically, and it issues alerts to potential problems or impending failures in advance, when corrective action has the least impact on user productivity and repairs are simpler to perform. Further, PC Health Monitor suggests what corrective action the

user should take, making it easy for even non-technical users to solve some of their computer problems on their own and without the need for calls to the help desk.

PC Health Monitor provides the following features and functions:

- PC Health Monitor continuously checks the health and functionality of a notebook’s critical hardware components without requiring user intervention or affecting the user’s work.
- Users and administrators can use PC Health Monitor’s graphical dashboard to view status and alerts regarding critical components such as hard drive, battery, CPU temperature, and system cooling warnings, any of which could impact the laptop’s functionality.
- PC Health Monitor also provides suggested fixes to any problem it encounters, guiding the user through the repair and correction process.

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What Benefits does PC Health Monitor Provide?

PC Health Monitor delivers a number of tangible benefits to users of Toshiba business notebooks, including:

Minimizing downtime - Downtime hurts productivity and frustrates users, yet few users and companies plan for or implement adequate levels of preventive maintenance. The ideal situation is when a notebook can actually warn the user of potential problems. That’s exactly what Toshiba’s PC Health Monitor was designed to do.

Staying out of trouble with proactive alerts - Similar to the dashboard of a car, the PC Health Monitor gives users an at-a-glance view of critical laptop components. It also sends alerts – like a “check engine” light in an automobile – when those components need attention. Having advanced warning helps problems to be resolved easily and safely, before they become critical and cause

permanent damage to the notebook and/or user data. For example, by monitoring the laptop's internal temperature and the operation of its cooling fan, PC Health Monitor can issue alerts and suggestions if the machine starts running hot. This prevents overheating, which could cause significant damage if left unchecked.

Getting out of a fix with simple diagnostics - After alerting the user to potential issues, PC Health Monitor offers easy diagnostic tests and, in many cases, suggests simple preventive steps users can take to make the notebook run better. PC Health Monitor can diagnose and help prevent problems that normally would need to be resolved by the help desk, or worse, by sending the notebook back to the IT department or a service location. For example, it can determine whether the hard drive is functioning properly, even when symptoms caused by other issues may indicate it is not. By pinpointing the exact cause of a problem, PC Health Monitor can save a company from having to send the unit out for repair and save the cost and effort involved in hard drive replacement.

Conclusion

There is no doubt that more and more companies will acquire notebooks in the future, and that the majority of

firms – large and small – are looking to replace desktop PCs with flexible and mobile laptops. Toshiba is committed to making this notebook transition simple and affordable, while delivering all of the features necessary to set up and manage the devices. Toshiba's aim is to provide the most durable and reliable notebooks available, with EasyGuard playing a key role in this philosophy.

EasyGuard, now in its fourth generation, has been created to address the challenges of mobility and business computing and to provide a competitive differentiation for Toshiba notebook systems, making them more reliable and even self-correcting, lowering overall costs, and improving the user experience.

EasyGuard and PC Health Monitor are exclusive to Toshiba laptops. Competitors may have similar individual features (security, manageability, hard drive protection, and so on), but none compares to the depth and coverage of EasyGuard and PC Health Monitor combined. These utilities take protection to the next level by checking system components and alerting users to issues before they become costly and troublesome headaches. To learn more about EasyGuard and PC Health Monitor, please visit <http://explore.toshiba.com>.

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