



## Streamline technical support for you and your customers with easy software installation

When people need to re-install their system software, they want it to be fast and easy. All too often, they struggle with replacing corrupted software from application CDs. Every extra minute of downtime cuts into their productivity. It also increases your technical support and help desk costs, and it undermines your product reputation. However, when you provide an efficient way to store and re-install factory-configured software, it keeps users and their PCs in better working condition and it keeps you in business.

**Phoenix FirstWare™ Vault is a unique software-installation tool built into the core of the PC.** Part of the Phoenix Core Managed Environment (cME™), it provides your customers with a virtual CD/DVD drive that safely stores factory-loaded applications or system software on the hard drive. In the event that an application, driver, or parts of the operating system (OS) must be re-installed, users can do it rapidly without manufacturer-supplied CDs or DVDs or the assistance of technical support teams. That alone reduces your costs.

Phoenix FirstWare Vault consists of two key components: a tamperproof, host protected area (HPA) of the hard drive for storing data, and an easy-to-use Microsoft® Windows® application for installing and accessing stored CDs and DVDs. By storing the contents of an installation CD or DVD in the HPA – the secure, always-available part of Phoenix cME – you can make critical applications or system software easily accessible to users when they need it most. Vault-stored CDs and DVDs reside in the HPA and simply appear as another drive on the user's PC, emulating the auto-run capability of a CD or DVD when launched through Windows. With Phoenix FirstWare Vault, users can always access and run their factory-installed software, even when they're on the road. And because Phoenix FirstWare Vault is kept in the HPA, it's safe from viruses, user error, and other disasters. automatically.

**Reduced technical support costs** — By enabling users to re-install preloaded applications and drivers directly from the PC's hard drive, you speed the process and reduce technical support, help desk, and on-site service costs. Additionally, the Vault's ease of use facilitates self-service technical support and reduces the time spent with support technicians, driving down costs even further. Virtual CD capabilities also eliminate the expense of distributing installation and replacement CDs or DVDs.

**Improved user experience** — Built into the PC and always available, Phoenix FirstWare Vault ensures that applications, drivers, and the OS can be re-installed or repaired by users – anytime, anywhere. With no CDs or DVDs to find or handle, users can spend less time maintaining their PCs and more time being productive.

**Increased bottom line** — Because Phoenix FirstWare Vault provides built-in application protection and recovery, you can earn fee-based income by including your customers' application CDs as part of the hard drive image. Or you can offer consumers fee-based services that extend your support plans. You can also store any application in the HPA, such as sample software that customers might purchase from you in the future.

**Stronger business reputation** — Phoenix FirstWare Vault helps you create distinctive products and improve product reputation. This solution is the only virtual CD/DVD drive utility that provides fast, easy access to factory-installed software from the secure area of the hard drive.

## The Phoenix advantage

Phoenix FirstWare Vault is the only virtual CD/DVD drive utility that installs all factory-configured software in the HPA, the most secure part of the hard drive. Innovative Phoenix technology gives your customers distinct benefits and gives you a competitive advantage.

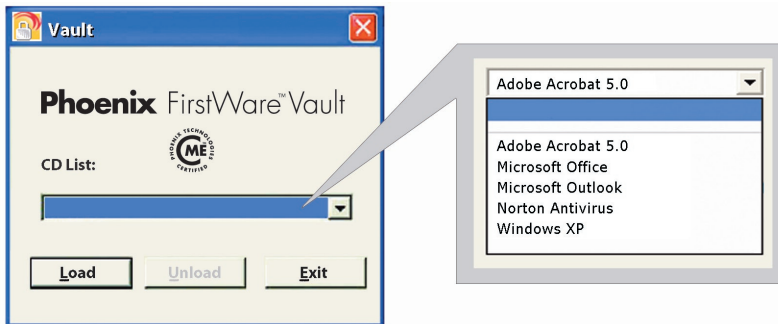
**Secure application storage** — Stores critical applications, drivers, and the OS in the most secure area on the hard drive, where it remains safe from user error, malicious attacks, and other disasters. Competing solutions store CD content in the user area of the hard drive, where it can be easily deleted or corrupted.

**Instant installation** — Automatically creates a virtual CD/DVD drive that launches factory-configured software directly from the hard drive, anytime or anywhere. Mobile and corporate office users can re-install applications without CDs or DVDs, speeding system fixes and easing help desk needs.

**Easy creation, easier use** — Compresses contents of installation CDs and DVDs an average of 25 percent, helping you quickly create the hard drive image. Users re-install data through a simple Windows interface that requires little effort or assistance to learn.

The simplicity, speed, and reliability of Phoenix FirstWare Vault minimize downtime for business and home users who must install new or upgraded software, saving time and money for both you and your customers.

Phoenix FirstWare Vault re-installs applications, system utilities, and drivers without the need for factory-provided CDs or DVDs.



For the latest technical specifications visit us at [www.phoenix.com](http://www.phoenix.com)

## Phoenix @ the Core

Phoenix Technologies core system software helped launch the PC industry more than 20 years ago. Today, we have extended this leadership beyond the PC to a wide range of platforms and other digital devices. The Phoenix Core Managed Environment (cME) provides the industry's only common software environment that delivers a simpler, more secure, and more reliable experience for users.

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## Benefits for OEMs, system builders, and resellers

- Significantly reduced technical support costs
- Increased customer satisfaction
- Increased revenue opportunities from extended support services and sales of additional software
- Differentiated products with built-in CD/DVD storage

## Benefits for businesses and computer users

- Significantly reduced IT support costs
- Redirected IT resources for more business-critical services
- Reduced system downtime with anytime, anywhere software installation
- Increased PC uptime and productivity

## Phoenix cME-certified applications deliver real value

**Phoenix FirstWare Assistant**  
Add instant-on access to critical business information on your mobile PC

**Phoenix FirstWare Check**  
Dramatically reduces support calls with built-in hardware diagnostics

**Phoenix FirstWare Connect**  
Connects a PC to the Internet even when the OS cannot

**Phoenix FirstWare Recover**  
Restores the original factory OS without a boot disk or recovery CD

**Phoenix FirstWare Recover Pro**  
Autorestores a PC to any specified restore point, including user data

**Phoenix FirstWare Vault**  
Reinstalls factory-configured software from its secure storage area