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Digiticians Launch PCCare Premium 1.0; Software is Proven to Cut Tech Support Incidents by Up to 70% Through Automated, Proactive Maintenance

The Digiticians, LLC, a Waltham-based software company dedicated to simplifying people's digital lives with software that helps manage personal technology, today announced the world-wide availability of PCCare Premium 1.0. PCCare Premium can cut "break-fix" technical support costs by up to 70% for home office and small office users by providing comprehensive, automated maintenance and security management.

Waltham, MA February 28, 2005 -- The Digiticians, LLC, a Waltham-based software company dedicated to simplifying people's digital lives with software that helps manage personal technology, today announced the world-wide availability of PCCare Premium 1.0. PCCare Premium can cut "break-fix" technical support costs by up to 70% for home office and small office users by providing comprehensive, automated maintenance and security management.

"Personal technology has become so complex that many of our customers were asking for a simple tool to help them manage their collection of PC maintenance and security tools automatically," says Anne Marie Biernacki, Founder & Chief Technology Officer of Digiticians. "Many people have these tasks automated for them at work, but when they get home they're on their own. PCCare Premium delivers that level of business-class automated PC management to home and small business users at a reasonable price."

Earlier versions of PCCare were proven to reduce common errors and crashes that resulting in costly technical support calls by up to 70%. "We used to call for help a couple of times a month, now we call only once or twice a quarter," says Julie Palmer of Charlie Allen Restorations, a Cambridge, Massachusetts-based home renovation specialist that has been a Digitician customer and PCCare user for over two years. "The Digiticians to me is one of those rare companies out there that actually delivers what they promise," Palmer said. "They make your computers run better so you don't have to worry about them any more."

Says Biernacki, "When users don't have to worry about their computers they can get back to using their PC the way it was intended, for increased productivity or entertainment."

Key Features

PCCare Premium is available for users of Microsoft Windows 98, Windows ME, Windows 2000, and Windows XP. PCCare Premium automates the execution and updates for current versions of Norton, McAfee and Computer Associates anti-virus software provided the user has a current license. PCCare also monitors and reports new software applications added to the hard drive so

users can determine whether unwanted software is being added. In addition, PCCare automates execution of Internet temp file clean up, as well as system stability and integrity tasks. All tasks come with a pre-set task automation configuration, or users can personalize all task schedules from a single, user-friendly dashboard simplifying the process of PC maintenance.

Pricing & Availability

PCCare Premium is available for an annual subscription of \$99 with a 30-day money back guarantee. Home office and small business customers can purchase PCCare Premium at the Digiticians web site, www.digiticians.com. PCCare Premium will soon be available through authorized resellers such as Internet Service Providers, IT service providers, and computer repair professionals.

About Digiticians:

Digiticians is a leading provider of automatic managed computer services to residential and small business customers. Founded in December 2000 by a team of successful, career entrepreneurs, the company has reached thousands of home and small business customers throughout the US and abroad. The company is privately held.

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