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Remote Support & Maintenance





What is remote support?

Remote Support enables access to a remote PC over the Internet. It allows a technician to more rapidly diagnose problems and more easily implement solutions without the need for on-site visits.



How does it work?

- You call me for assistance.
- Start a remote support session with just two mouse clicks. No setup required.
- You download a small connection program from the internet and tell me the 9-digit session ID.
- Instantly, I am able to remotely access your PC.
- When we are done I click out of the program, disconnect from your computer and then the software uninstalls.



What can be done using remote support?

- System problems and issues resolved.
- Virus, spyware and trojan removal.
- Software errors repaired.
- Regular maintenance performed.
- Updates and file transfers.
- Defragging, system updates, system optimizations and resolution of speed issues.
- Training.



Basically ... anything that can be done in front of your computer can be done remotely!

The Benefits of Remote Support

- Reduce or eliminate the number of costly on-site service visits.
- Obtain assistance in performing routine tasks.
- Increase uptime, improve performance & extend life of a PC.
- Significantly control service costs by deploying patches and upgrades remotely.
- Control costs with initial remote troubleshooting to determine when an in-person visit is ultimately required.
- Pro-active focus on preventative maintenance before it causes system failure and lost revenues.
- Faster service response times means less downtime.
- One-on-one focused training.

***Anything that can be done in front of your computer
can be done remotely!***



Green Initiatives



- An efficiently running computer uses less electricity.
- Using remote support means less travel, less gas and fewer carbon emissions.
- Being **“Green”** saves you **“Green”**!

Thank you!

A free demonstration
is available!



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