

Remote Support Program



Peace Of Mind...

Introducing the Customware Remote Support Program. Utilizing the latest in remote control software, the Customware support staff is able to directly connect to your computer and/or computer network to provide you with comprehensive computer assistance.

By leveraging the Customware Remote Support Program, you and your staff will be able to focus on your business and NOT have to worry about frustrating computer issues.

Sample Of Offerings

The following list outlines the type of service offerings available through the Remote Support Program:

- InfoManager installation & configuration.
- Configuration of auto-data optimize and auto-backup to occur nightly.
- Network setup including user account creation, password settings, & security settings review.
- Database upgrade and patching.
- Document customization & configuration.
- Configuration of data backup offsite to secured servers at the Customware datacenter (additional fees apply).
- Configuration of general computer maintenance routines (i.e. hard drive defragmentation, checking of disc integrity, checking free space, etc.).



How It Works

We leverage industry leading remote control software products like: PCAnywhere, Citrix, Microsoft Remote Desktop, GoToMyPC.com, LogMeIn.com, and even our own RemoteAssist product to connect to your computer network securely over the Internet. Its just like being in your office, only you do not pay travel & lodging fees!

What It Costs

The Customware Remote Support Program is billed at \$80 per hour. To get started, you simply need to contact your Customware Account Representative or email product.info@cwarnet.com and a remote support agreement will be sent to you for signature. Once signed, we will help you configure your remote software and you will then be billed monthly for the service.