

CLR Solutions Help Desk Service

What You Get

When you sign up for CLR Solutions Help Desk Service you'll enjoy live, 9/5 or 24/7 technical support on software and hardware products from certified frontline-support technicians.

Please contact us for a complete list of supported software, hardware and applications.

The Human Touch

Our friendly customer-service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

Quality Assured

Phone calls are randomly recorded and monitored by a trained quality-assurance team.

Two Levels of Support:

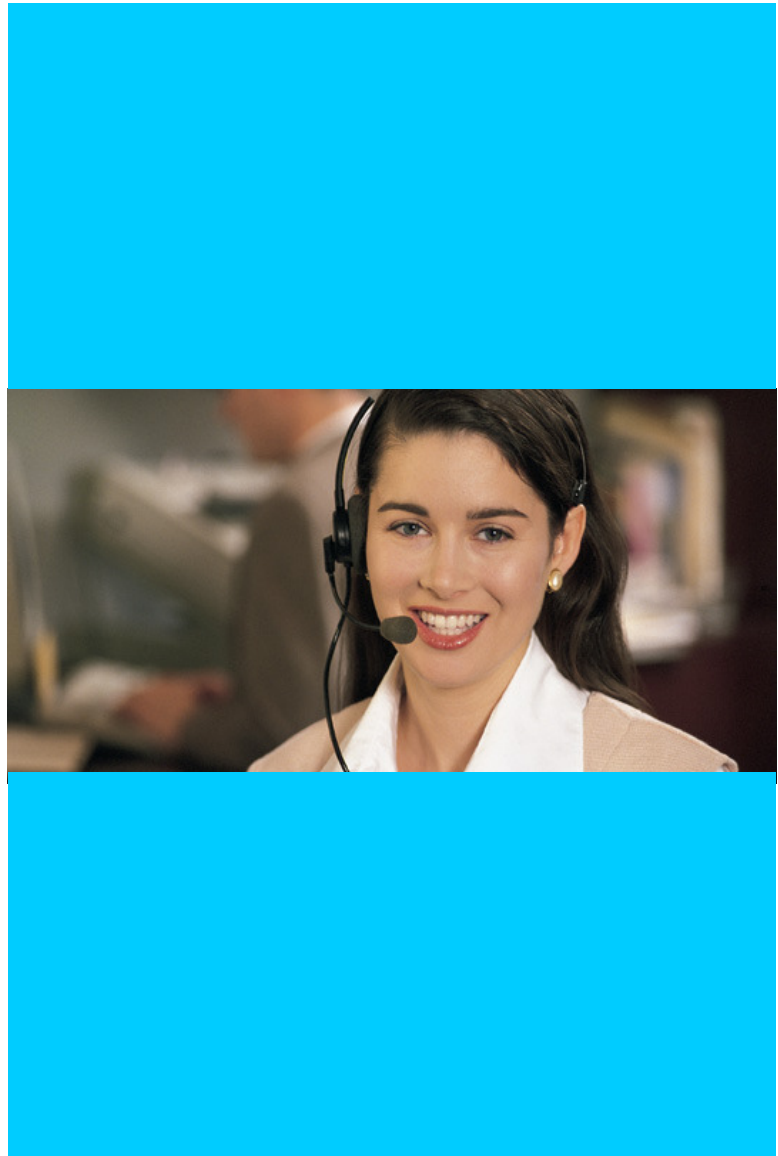
Level 1 Help Desk: Benefit from a call-answering service, troubleshooting and call-logging, using a populated knowledge base to resolve the incident at first point of contact.

- *Windows and Apple workstation troubleshooting and triage*
- *Support for Windows based desktops and supported applications (per list)*
- *Support for custom/vertical applications if support documentation is provided*
- *Network/Internet connectivity issues*
- *Desktop peripheral hardware (non-hardware issues)*
 - *Printers, Keyboards, Monitors, Mouse, Barcode readers, etc*
- *Use of Remote Control to resolve issues*
- *Basic "how to" questions*
- *Escalation*
- *Includes access to ePortal for real time reporting*
- *Output to ticketing system, e.g. Autotask*
- *Connectivity, POS, OS, Remote Access, Peripherals, Spyware, Anti Virus, after hours answering service*

Level 2 Help Desk: Additional troubleshooting assistance is provided. If a call can't be resolved, predefined call-escalation processes will elevate the issue to a qualified expert.

- *Includes all support features of Level 1 Help Desk Plus:*
- *Server-based password resets*
- *User add, moves, changes in Active Directory*
- *User Administration of MS Exchange or hosted e-mail applications*
- *Firewall troubleshooting (with documentation)*
- *Server diagnostic and troubleshooting (OS Only)*
- *Citrix server support (user session shadowing/cancelling)*

Level 1 and Level 2 Help Desk are available in either 9 x 5 or 24 x 7 coverage



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CLR Solutions

SUPPORTED SOFTWARE LIST

DESKTOP OPERATING SYSTEMS

Microsoft Windows 95/98/Me/NT
4.0/2000/XP/Vista

DESKTOP APPLICATIONS

Adobe Acrobat
Citrix ICA Clients for Windows
IBM Lotus Notes Client
IBM Lotus SmartSuite for Windows
Interact Commerce ACT! for Windows
McAfee Virus Scan
Microsoft Access
Microsoft Excel
Microsoft FrontPage
Microsoft MapPoint
Microsoft Outlook
Microsoft PowerPoint
Microsoft Publisher
Microsoft Visio
Microsoft Word
Microsoft Works
Symantec Norton Antivirus
Symantec PC Anywhere
Symantec WinFax Pro
WinZip Computing WinZip

MICROSOFT SERVER SUPPORT

Microsoft Windows NT/2000/2003
Server
Microsoft Exchange Server
Microsoft Application Center Server
Microsoft BizTalk Server
Microsoft Windows Storage Server
Microsoft Internet Security
and Acceleration Server
Microsoft Small Business Server
Microsoft Commerce Server
Microsoft SharePoint Portal Server
Microsoft SQL Server
Microsoft Systems Management Server
Microsoft Content Management Server
Microsoft Virtual Server

NOVELL SERVER SUPPORT

Novell BorderManager 3.7
Novell Client for Windows
Novell eDirectory 8.7
Novell GroupWise 6.5

Novell Netware 3x-6.5
Novell ZENworks

CONNECTIVITY

3Com
Cisco
Citrix Systems
D-Link Systems
Extreme Networks
Linksys
Proxim

SUPPORTED HARDWARE LIST

3Com
Acer
Aladdin Systems
Brother
BlackBerry
Cisco
Dell
Epson
Extreme Networks
Gateway
Hewlett-Packard
Hypercom
IBM
Iomega
Juniper Networks
Lexmark
Micron Technology
NEC
Palm
Proxim
SonicWALL
Sony Electronics
Tektronix
Toshiba America
Viisage
WatchGuard Technologies
Xerox
Zebra Technologies