

RTO TECH

Rental Store Remote Support & Maintenance

Visit us online: <http://WWW.RTOTech.com>

E-mail: Tech@RTOTech.com

Call: **901-347-0487**

What is Remote Support?

Remote Support enables access to a remote PC over the Internet. It allows our technicians to more rapidly diagnose problems and more easily implement solutions; without the need for costly on-site service calls.

How does it work?

Call for assistance (901-347-0487), or go directly to <http://www.rtotech.com> from the computer that you are having issues and choose Instant Support, to start a remote support session with one of our support technicians; it takes just a few mouse clicks.

How do I connect with a TECH?

Simply go to our *web site*, click on our *instant support* link, which loads a small remote connection program from our Remote Support Server. Now enter *your name* and your *companies name* and hit *submit*. Instantly, our techs are able to remotely access your PC. When we are done we will click out of the program, which disconnects the remote session from the internet, and then the remote software uninstalls.

What can we do for you remotely?

1. Fix *workstation* and *server system* problems.
2. Removes Virus, Spyware and Trojan.
3. Fix Software errors.
4. Perform *regular maintenance & system updates*.
(Low cost bi-weekly and monthly contracts are available.)
5. Defragging, system updates, system optimizations and resolution of speed issues.
6. Pre-qualify a system for pc hardware repair or replacement; which saves you money on costly service calls.

The Benefits of Remote Support!

1. Reduce or eliminate the waiting and down time of costly on-site service calls.
2. Obtain assistance in performing routine tasks.
3. Increase uptime, improve performance and extend life of a PC.
4. Significantly control service costs by deploying patches and upgrades remotely.
5. Control costs with initial remote troubleshooting to determine when an on-site service call is ultimately required for hardware repair or replacement.
6. Allows for Pro-Active focus on preventive maintenance before it causes system failure and lost revenues.
7. Faster service response times –minutes not days – which *means less downtime and loss of productivity*.