

## Lifeline

We are proud to announce our newest service offering. "Lifeline" is our new remote support service. Computer Works has been looking for a way to offer even more competitive rates to all of our clients. We are able to do so through Lifeline. This new service will help us offer even our remote clients a quicker easier way to get service than ever before. To top it all off this service will be even more economical than our other service offerings. Because we don't need to have a technician travel the cost to both our company and to our customers is much lower.

## Lifeline

Looking for an easier technical support solution?

What is Lifeline?

Lifeline is our software agent that is used to provide remote support. Lifeline does not require installation or a large resource pool.

Why does Lifeline make sense for you?

By using our Lifeline service we are able to respond more quickly to your computer problems and we are able to save you money by not having to send a technician to your site. For many clients especially those who are out of the city limits the service fee will be significantly reduced.

How does Lifeline work?

We have made Lifeline incredibly easy. Simply call our store and let the representative know that you would like remote support. If there isn't a technician available instantly we will put you in the queue. As soon as a technician is available we will call you to initiate service. There is one small download and no installation required. Our technician will ask for a session ID and password which are generated on a session by session basis. After that we will take over and

begin to solve your problems.

Lifeline is great for your business!

Lifeline is more cost effective.

Lifeline allows a technician to respond more quickly and efficiently to your issues. Without the need to travel from site to site our response time is much quicker. This also helps reduce the cost of our service. By reducing our cost we are reducing your cost.

What situations won't Lifeline work for?

While Lifeline is a great solution for most remote support needs it won't be a good fit for internet connectivity concerns, network connectivity concerns, or hardware failure issues. In these situations it will be best for one of our technicians to visit your site or look at an item in our shop.

What are the costs for Lifeline?

Our hourly rate for remote support is \$75.00 per hour. We will confirm all information before we begin work on your project. Then before finishing we will have someone from your site test our solution to ensure that everything is working correctly. Upon completion we will generate a invoice or bill a credit card accordingly.