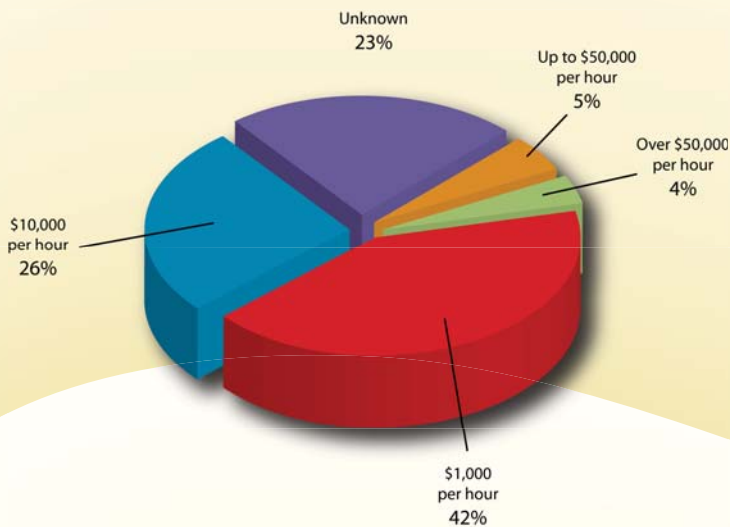




Online Remote Assistance

How Long Can You Afford to Be Down?

Network crashes and system outages reduce profits. How much does an hour of downtime cost your business? A recent study revealed the following cost ranges:



Technology drives today's business across all sectors, from the local supermarket to getting gas, computer systems are increasingly complex. A network outage negatively impacts a business's ability to service its clientele. Coupled with lost employee productivity, the financial losses can be substantial.

Cypress Systems, Inc. maintains a fully staffed engineering help desk. Our remote assistance engineers will work with a client to diagnose and resolve issues in an accelerated time frame, translating to reduced down time for your business.

Reduced Labor Rates

With the efficiency of our help desk, we are able to offer reduced labor rates. Our cost effective help desk rates are a flat fee of \$80 an hour.

Faster Response Times

A Cypress Systems, Inc. remote assistance engineer will typically be online with you in just a few minutes to resolve technical issues. No special end user software is required; all that is required is a standard web browser.

Security

A client retains complete control over what is done to their computer during a remote assistance session. The client can cancel the remote session at any time, all information transmitted over the remote session is completely encrypted for maximum security.

Accelerated Issue Diagnosis

Utilizing remote assistance, Cypress Systems, Inc. engineers are able to see the issue real time with the client, eliminating the need for clients to describe what is occurring. The client can replicate the issue while the engineer observes allowing for a clearer understanding of the problem.

Help is Just a Phone Call Away

