

## **REMOTE SUPPORT SERVICES**

### **Questions and Answers: (FAQs)**

#### **Question 1 – How does it work?**

**Answer:**

Remote Support Services are delivered using our proprietary software. When support is needed, customers download a remote access client (small piece of software that runs temporarily from your computer's memory) from the **My Webtek** Web Site, which in turn establishes a direct, encrypted connection to **My Webtek** personnel. From the same remote support client, tools can be launched by our support technician, such as Antivirus software, Spyware Removal software, Backup software, Forensic software, and various diagnostic tools.

#### **Question 2 – Is it safe?**

**Answer:**

Yes, our remote support solution utilizes 128-bit AES encryption to protect all remote access sessions, as well as any data transmitted from either party participating in the remote access session.

#### **Question 3 – What benefits if any, does the remote access solution provide?**

**Answer:**

There are numerous benefits associated with using our remote access solution, including:

Our remote access solution provides access to countless software tools, which makes it that much more effective, which in turn equates to less demand for on-site support, and hence lower support fees for our customers. Normally, a technician dispatched on-site would bring with him/her a collection of CDs/DVDs, housing diagnostic software and other tools that help the technician to do their job. Using our remote access solution, however, these same tools can be accessed by our technicians from within the remote access solution itself, without having to travel to your site, without requiring any CDs or DVDs, and without having to physically install anything on your system(s). Instead, each tool is run directly from memory, and hence it does not have to be installed and/or uninstalled following its use. Our remote support solution is built the same way. When the remote support session terminates, it is automatically removed from your system, unless of course you desire a permanent client, in which case a separate client must be created beforehand, which would include your own personal access code (for your security), to prevent us from accessing your system any old time we feel like it.

An added benefit is that our solution allows our technicians to reboot your system into Safe Mode when needed, without requiring your direct intervention. Hence, for customers that are not

very IT-savvy, less frustration is experienced as the IT Professional assigned to help you can do more, while at the same time, you are required to do less. This also saves companies money, as their employees no longer have to baby sit IT personnel dispatched to their location, but rather can go back to work while IT services are being performed (especially when spare systems are present on the network, or when end users have laptops in addition to their own desktop system).

Still another benefit is that our solution provides a session timer, which records the length of the support session, and which is visible to both the technician and the customer, during the entire length of the remote support session. As a result, our customers can rest assured that they are not being overcharged, nor billed for more time than was actually given by a technician.

Yet another benefit is that our solution, upon conclusion of the remote support session, automatically generates an invoice for payment and e-mails a copy to the customer. From this copy, you can access a link to pay for IT services via PayPal and/or other online merchant accounts. Thus, if you do not feel comfortable giving out your personal information (credit card type, number, expiration date, etc...), you can complete the billing process or sales transaction on your own, from a third-party, secure site.

Our remote support solution also doubles as a Webinar product, allowing our technicians to provide remote training, in addition to remote support.

Our remote support solution can be used behind firewalls without any need to modify firewall configurations.

Our remote support solution has support for Mac and Linux systems.

Our remote support solution saves IT staff the time and effort associated with establishing alternative methods of remote access, for those customers that would hire us for either regular or temporary Support or Consulting Services.

Your passwords can remain confidential. The days of giving out your desktop, server, switch, router, and firewall passwords are over. Instead, log into your device, use our remote support solution to grant us access to your network, and then supervise our actions, as we configure your network devices, servers, software, etc...