



Is a PC problem keeping your staff from completing that urgent project



Do you need to keep your systems running at their best while keeping maintenance costs down to the minimum?

Can you afford to have full-time IT staff?

If any of the above rings a bell, read on! **BCompTech** now offers a PC support service that solves your IT problems around-the-clock in no time.

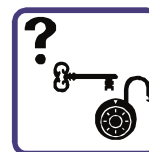
24/7 Online Support features the following:

- ◆ **24x7 availability:** Our technicians are standing by round the clock to help your any time you need
- ◆ **Accessible around the world:** Wherever your staff goes, *BCompTech* technicians are available to help
- ◆ **Automatic diagnostics of user computers:** Your staff no longer will waste time in searching for complex specifications to get help
- ◆ **Screen sharing:** Our technicians can fix problems directly on your computer
- ◆ **Comprehensive coverage:** Rely on us to resolve any computer-related issues from application usage to hardware/software conflicts, and more
- ◆ **Human face behind each answer:** Our help desk is staffed with real experts so all answers are customized to each single incident

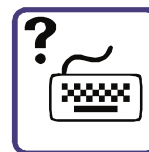
How It Works



1. Each registered user will be given a personal 24/7 *Online Support* account



2. Whenever help is needed, any time, any day, a user logs on to his/her account



3. The user types in a question or problem description



4. A *BCompTech* help desk expert quickly responds to the inquiry



5. The expert gathers system information of the user's PC and remotely diagnoses it for the cause of the problem



6. In a screen sharing session, the expert solves the problem on the user's PC directly

Key Service Capabilities

	<i>BCompTech Support</i>	Computer Manufacturer Support
Wait time	<50 seconds	6.6 minutes ¹
Resolution time	<45 minutes	4.7 days ¹
Resolution rate	80%	50% ²
Availability	24x7	Business hours
Cost per incident	£12.50	£35 (IBM) ¹

¹ ZDNet, 2000

² PCWorld, December 2002

FAQ

1. How long is the wait time until someone answers my inquiry?

Each inquiry received is responded to within 1 minute. A user can see updates on his/her inquiry queue status every 20 seconds.

2. What kind of problems do you handle?

Our help desk is ready to answer any computer-related questions, from application usage to complex error messages on the following areas:

All Windows OS	Optimization, setups and upgrade issues
Microsoft applications	Software/hardware conflicts
Email programs	Software/hardware installation problems
Internet connectivity	Virus protection & resolution

3. How can a user reach your help desk if there is no Internet connection?

As a member you will receive round-the-clock toll-free phone support for emergency cases. So if you cannot boot your computer or lost Internet access - we are just a phone call away. You can always receive expert help and guidance to keep your computer up and running, no matter what kind of problem you are experiencing.

Also a user can reach our experts from another computer that has an Internet connection. Through this "alternative" computer, an expert can remotely diagnose the PC having problems and guide the user through applying a solution. There is no separate charge for accessing *24/7 Online Support* from a separate PC.