



Remote Support Services
zippo@zippohosting.com

Your office has a new IT department – and it's virtual!

**Why pay for a technician to come to your office when we
when we can resolve most issues remotely!**

Seven Great Reason Why Not...

Support Suite allows our technicians to easily perform recommended system maintenance and help improve PC performance. All this from the comfort of your office without dragging your machines in to a store or waiting for your technician to show up – we can support your office even when you're not there!



Scan & Repair Problems

Our system-cleaning technology is better than ever! We can scan your system for invalid entries, duplicate items, missing references, and other system debris. Fixing some registry errors can help substantially improve PC performance. See what Support Suite can do for your computer.



Disk Cleanup

We've added a new Disk Cleanup feature that deletes unneeded files from your hard drive. If you don't regularly clean your hard drive, temp files, internet cache, and other unwanted files this can waste space and slow things down.



Check for Updates

It's important to make sure you have the latest Windows updates installed on your PC. These updates protect against security risks, patch bugs, and fix other problems with the Windows operating system.



Defragment Your Drive

Support Suite also lets us defragment your hard drive. Defragmentation rebuilds the data on your hard drive and consolidates related files and fragments into the same disk space. This can help you increase hard drive performance.



Clean Up Startup Items

Do dozens of programs open whenever your computer starts up?. These can drastically reduce your performance of your machine. We can remove any items you no longer need and can help speed-up startup times. (Don't worry – the programs will still be on your machine to use ☺)



Settings & More

Support Suite includes even more. We not only perform preventive maintenance but we can be there when you have problems as well! Listed below is just a short list of items we can resolve:

- ➔ Identify and remove spyware
- ➔ Repair Device Drivers
- ➔ Install Printers/Scanners
- ➔ Setup Email
- ➔ Troubleshoot Email
- ➔ Install Software
- ➔ Clearing out Temporary files
- ➔ Virus Removal and Recovery
- ➔ Shut down unneeded programs at startup
- ➔ Configuring Windows updates
- ➔ Updating anti-spyware and anti-virus definitions and software
- ➔ PC optimization and removing of all unnecessary processes
- ➔ System Defrag
- ➔ And much more....



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Guaranteed Safe

Support Suite is 100% free from adware, spyware, and malware. We also wrap our software with Microsoft Authenticode verify its safety.

How it works.

Support Suite has taken the stress out of fixing your computer. We can fix most problems using your Internet connection right now.

With your permission, and after talking with a technician, we'll ask you to download a file that will allow us to view your computer as if we were sitting in front of it.

It's really that simple.

Plus you have the opportunity to leave our software installed and just activate it when you need us!

How much does it cost?

Cost is based on a onetime per connection fee, you no longer pay for a technician for hours on end.

For \$29.95 you can get unlimited support per incident whenever you need it!

If you're a monthly support subscriber, it's always free. Our sales team will work out a fantastic rate for your entire office to receive support. Contact zippo@zippohosting.com for details.

What is remote tech support?

Remote tech support, allows one of our expertly trained technicians to view your computer, network or gadgets and securely install, configure, troubleshoot or repair your technology using only your broadband Internet connection! It's as if they were sitting in front of your computer.

This type of computer and technology support works through desktop sharing technology. What this means is that when you log in the secure Support Suite support center, you can invite a technician to view and interact with your computer or new technology. Plus our experts will communicate with you over the phone (or via chat) throughout the entire support or training process to answer any questions. Nothing is done without your permission, and a tech can never reconnect to your computer again unless initiated by you or you have agreed to unattended support.



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This one-time, virtual connection can only be initiated by you, and is conducted over an encrypted connection. This makes helping you with your technology safe and secure.

No more waiting on hold - we schedule at your convenience

Service from the comfort and convenience of your home, office or wherever your travels take you

Help with your PC, network, printer or gadgets

Support Suite experts will work as quickly as possible to fix your issue.

How long does it take?

Support sessions can last anywhere from 15 minutes, to two hours depending on the type of help you need. In some cases a computer may need a comprehensive tune-up and cleaning due to a severe case of spyware or virus infection. These serious problems can take over an hour. In other situations, you may be looking for set up and training support for your new MP3 player or digital camera. These sessions may be as short as 30 minutes.

For simple problems, like locating a lost file or fixing an email problem, you can get help in as little as 15 minutes.

Do you offer a guarantee?

We're glad you asked! All Support Suite services are guaranteed for five (5) days. If there is a problem with any service we provide, customers must notify us within five days and we will work to remedy any issues quickly and professionally. At Support Suite our customer's satisfaction is very important to us. If you are not completely satisfied with the service you receive, we will work to ensure your satisfaction.

Our key components of quality service are the team of people who love technology and have a passion to help others - our remote support experts.