

Access To Our Virtual Support Agent Service

One of the major issues with using the typical IT support company is that when an employee has an issue they often must go to a central point of contact, usually the office manager, who then must stop what they are doing and assess whether or not a call should be placed to a technician. This becomes very disruptive to normal work flow and disrupts not only that employee, but also at least one other person in the office who must then make a decision as to whether that issue is even worth the fee of a service call.

With our VSA Service each employee has access to independently place a support request and one of our engineers will work directly with that employee to fix the problem, often being able to resolve the issue in minutes via remote access or phone support as opposed to having to wait hours for a technician to become available and make an on-site appearance. Best of all, with our VSA service there is no per incident fee, it is all included in your monthly service agreement!