

Tech Support Central

In today's global and technological business community, you cannot afford for your business or organization to become delayed by a computer hardware failure or networking problem. A delay of even one day can leave your business a world behind the competition.

Unfortunately, technical support is expensive, and some companies may end up paying for more than they actually need.

Enter Tech Support Central!

Who is Tech Support Central?

We are new company that has emerged from the division of an IT consulting company with nearly a decade of experience. However, our innovative approach will change the way your company looks at technical support.

Tech Support Central operates primarily as a remote technical assistance provider. We do visit your site when necessary, but our program is specially geared to reduce the number of visits we have to make to your company.

How does this work?

First, we conduct a thorough technical evaluation of your systems. We make sure that we understand all the information necessary to maintain and support your systems.

Next, we perform an in-depth health assessment of each of your systems. Our very one HealthRank system enables us to rank each piece of equipment based on over 100 data points which include age, warranty status, volume of use, performance capabilities, and many other factors.

One key aspect of our system is the way we maintain your system. We plan a time when our engineers can routinely access your systems for maintenance purposes. This maintenance window allows us to monitor your systems and catch any possible problems before they can affect your business productivity. When problems do arise, we are just a click of the mouse away! Our engineers will be able to communicate with you over the internet and to remotely access your device immediately with time-consuming and expensive travel delays! Depending on the level of support you need, we also provide phone, email and on-site support.

Tech Support Central doesn't just do business with your company. We form a relationship with your company. Our engineers and support staff are friendly and down-to-earth who want to work with you. We will keep you informed and educated about your systems. Our engineers and technicians not only have the highest level of knowledge about all types of systems, they can teach that information to you and your employees! Even though you may interact with several of our company professionals, one specific individual will be assigned to maintain your account. This account manager is your single point of contact throughout our relationship.

What about security?

Security is a very serious issue. We treat each piece of information with the utmost confidentiality. We will never allow your business to become vulnerable to security breaches. All of your data is kept in a secure database which has strict access regulations. The only people who have access to your secure data are those who necessarily require it. Rest assured that our employees are extensively trained in security issues. In addition, they undergo extensive background checks and drug tests.

OK, How much does this cost?

Much less than you might think! We realize that other IT companies may charge astronomical fees for this level of support. After all, they have to pay their technicians to travel; they have to pay for their travel; they have to pay for the tools and equipment these technicians must constantly carry with them.

However, we are different. On-site visits are often unnecessary, but they are always costly! Our focus on remote maintenance and problem solving allow us to shave dollars off your bill! We use our unique maintenance strategies and our remote accessibility to avoid making these unnecessary charges. We even work with the various manufacturers to make sure your warranties are up-to-date and working for you the way they should.

We understand, though, if your needs require more on-site capabilities. We can surely accommodate you. Our advanced support package is geared toward the customer who would like having an on-site representative on call.

The Bottom Line

Tech Support Central can save your company money in costly repairs and frequent on-site service calls. We can fix remotely what other providers must come on-site to manage. We have around the clock monitoring in order to catch problems before they cost you money! Our software can predict potential failures and avoid that catastrophic failure.

Just visit us at [your website here] or call us at [your phone number here] to begin this relationship. We look forward to hearing from you.