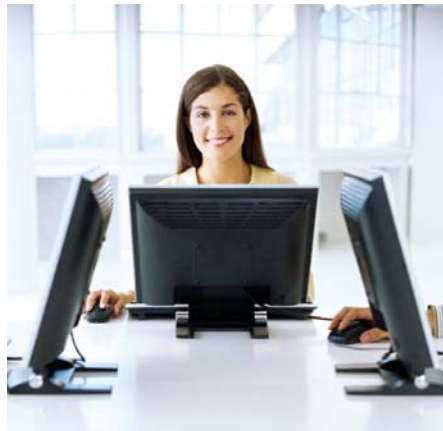


Laketec Help Desk Support



Introducing the Laketec Help Desk. How much time do your employees spend trying to figure out computer problems that have nothing to do with their jobs? What is that time worth to your company? Save time and money by letting Laketec's Network Engineers answer your questions. A representative can control your screen and solve your problems as you watch. The connection can be made in under a minute. Using the Laketec Support Portal, your employees do not even need to pick up the phone. Simply visit our support site, enter your request, and text chat with a representative as they control your screen to solve your problem. At the conclusion of your session you will be given a brief survey and our engineers can even send you a recording of the entire session.

Do you have a "computer person" in the office? Let us back them up when they get into trouble. Save countless hours of troubleshooting and reduce the risk to your infrastructure by calling the experts at Laketec Communications for your help desk needs.

How can we help you?

- Do your employees have questions about the new Office Applications?
- Having trouble viewing Email?
- What do you do when you can't print and you need help now?
- Would your IT department like more time to focus on the higher level networking you hired them for?
- Laketec's Network Engineers are standing by to help you operate more efficiently.

SERVICES AVAILABLE

Microsoft Office Applications
Windows
Remote Desktop Support
Application Support
Hardware Support
24/7 Support Available

Remote Desktop Support

Our engineers can log into your pc and assist with your problem as you watch.

One Hour Response Time

We guarantee that one of our representatives will respond to your request within the hour.

No Set-Up Cost

Using our remote support portal, we can access any computer with an internet connection, anywhere, anytime. Sign up for help desk support and be up and running today.

For more information on any of our products or services please contact us at 440.575.6000 or service@laketec.com



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