

End User/Application Support Services

*More bang for your buck.
The ability to select a support package that meets your specific needs assures valuable and dependable support whenever you need it.*

Service that Counts

Product Features

- Many technical services are included as part of a customer's core support and is available to all users of ITS Subscribed Services:
 - 24x7 access to HeatSeeker Technical Helpline with live engineers that have a wide breadth of knowledge readily available to meet your demands
 - Sophisticated remote diagnostics
 - Timely response to day-to-day IT and communication requirements, ranging from a simple desktop question to an implementation of a complex multi-layer technology solution
 - Available to all users of defined ITS Services
- Optionally, the following technical services are available at competitive prices to accommodate all the customer's needs for support of new network and application enhancements:
 - Augment or replacement of current staff allows your company to focus on core competencies with worry free IT/technology.
 - Equipment and software installation

Benefits

Available packages allow for the flexibility of lowering cost of IT Support. Subscribing to ITS Premier Support Services gives you guaranteed technical availability at a lower cost per hour. The HeatSeeker team can become an arm of your business expanding technical expertise while financially maintaining your pre-determined technology budget.