

***The Right Service
at the Right Price.***



www.BGT5LLC.com

Remote Helpdesk Options

IT-related issues consume our most valuable resource; TIME. This precious commodity is lost in troubleshooting Technology issues that arise from day to day usage. Allow us to meet this need and save you time.

We offer two low-cost, highly effective, and easy to implement Helpdesk Solutions. With twenty years of IT experience and 40 years of superior customer service working for you, it is truly "The Right Service at the Right Price."

Level I - How To/Instructional

How do I perform a mail merge? How do I perform a screen print?

Similar to our Residential Solution; the Level I Helpdesk is designed to properly handle and promptly resolve day to day "How To/Instructional" questions related to the Hardware/Software operating within your business environment. Submit your How To/Instructional questions to our Support Desk via email and a Big G Tech will contact you within 72 Hours with a solution.

¹Minimum required for initiating Yearly Service Agreement

Level II - Comprehensive

A remote alternative to our onsite "SOS" Comprehensive Solution; this service provides an entire Technology Solution.

- **PC/Server Support [Hardware/Software]**
 - Maintenance & Troubleshooting
- **Peripheral Device Integration & Support**
 - Printers/Multifunctional Printers
 - PDA's, Cell Phones, Black Berry's
- **Internet/Network/Telecom Integration & Support**
 - E-Fax, Email, Online Data Storage, VOIP, & Wireless

Benefits of Remote Solution:

- Personal, Single Point of Contact for Technology Needs
- Helpdesk Support for Resolution to submitted Support Request Tickets

¹One Year Service Agreement Required