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Service Desk - Remote Support

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Most IT problems can be difficult to diagnose and fix. Over the phone it can be difficult to quickly diagnose a problem and implement the fix. So it was often necessary that we would need to make a desk side visit to resolve basic issues.

In addition MTS is spread out across multiple buildings and physical locations. A lot of our time in the past was spent making our way to and from offices and maintenance facilities. Add into the mix the busy schedules of everyone and trying to find suitable appointment times and keeping to them. Desk side visits generally increase the length of time it takes us to resolve individual issues. In turn this reduces the number of issues we can resolve every week/month etc.

The advantages of using remote access are;

- Eliminates time wasted travelling
- Removes the need to schedule appointment
- Improves communication between you and IT support technician
- Quite often we can resolve your issue/query immediately
- You can watch and learn to see how the issue is resolved
- You may leave and lock your office while we continue to work on your machine

Note: We will not connect to your machine without your permission and you have to accept the connection request.

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