

Aspacia Systems Inc
Vista[™] Support Solutions



Powered by:



FEATURES

ChatLink™

Enables you to chat with a support representative in real time.

ScreenSharing

Enables you to share your screen with a representative to show rather than explain the problem.

Whiteboard

Allows the representative to highlight and type on your screen to direct you to the solution.

File Transfer

Enables the representative to perform installations, upgrades and apply patches faster than ever.

BENEFITS

Quick & Easy

You are connected to a representative within seconds via the Web.

Web Based

You are able to show the problem on your screen rather than trying to explain it.

Secure

Support sessions are fully encrypted using 128-bit end-to-end AES encryption, which is the standard endorsed by the National Institute of Standards and Technology.

Aspacia Systems Inc

Presents Remote-Access Support!

Our support team is pleased to introduce Web-based customer support using DesktopStreaming™. Utilizing the Internet, we will be able to solve your problems more efficiently and effectively.

What is DesktopStreaming?

DesktopStreaming is a Web-based screen-sharing solution that downloads in seconds from the Web and enables full remote desktop sharing with mutual mouse and keyboard control.

How It Works

- Step 1:** You initiate a support session by posting a request at our support site at <http://www.aspacia.com/support/online.htm>
- Step 2:** You are prompted to accept a small download, which immediately connects you with a support representative.
- Step 3:** With your permission, the representative may view your screen and share control of your mouse and keyboard.
- Step 4:** The support representative can either solve the problem remotely while you watch or demonstrate what to do step-by-step.
- Step 5:** At the end of the session, you may rate your representative and provide feedback on the support experience.

FAQs

How does this service work?

Once you connect to the service, you are prompted to download a small application, which allows one of our support representatives to share control of your mouse and keyboard to help you resolve your problem or answer your question. At any time during a session, you can take control of your computer just by moving your mouse. You will be in charge at all times.

Can a representative look through files without my knowledge?

Absolutely not. Your representative sees only what you see and whatever you permit him or her to see on your computer screen.

How is security maintained?

All support sessions are fully encrypted using 128-bit end-to-end AES encryption. After a session has ended, your support representative can no longer see your screen or access your computer again until you make another explicit request by posting a question on our support site.

Learn more

Contact your **Aspacia Systems** representative at 866-566-9600 to learn more about this support option.



Aspacia Systems Inc

Remote-Access Support Pricing Sheet

Our support team is pleased to introduce Web-based customer support using DesktopStreaming™. Utilizing the Internet, we will be able to solve your problems more efficiently and effectively.

How is Aspacia Remote Support Priced?

To assist you in finding the plan that meets your budget while providing the support you need, Aspacia has created a flexible pricing structure designed to match your unique business needs.

I. Plan 1 – Low Use Plan

The low use plan is designed for shops that rarely use support services and want the lowest initial cost.

One Time Setup Fee:	\$149.95
Prepaid Hours:	0
Hourly Rate:	\$150.00
Total Initial Cost:	\$149.95

You may purchase this plan online at:

http://www.aspacia.com/store/detail.asp?PRODUCT_ID=SC02

II. Plan 2 – Value Pricing Plan

The value pricing plan is designed for shops that occasionally use support services and want to save on hourly fees.

One Time Setup Fee:	\$149.95
Prepaid Hours:	3
Hourly Rate:	\$125.00
Total Initial Cost:	\$524.95

You may purchase this plan online at:

http://www.aspacia.com/store/detail.asp?PRODUCT_ID=SC03

III. Plan 3 – High Use Plan

The high use plan is designed for shops that frequently use support services and want the lowest total cost.

One Time Setup Fee:	\$0.00
Prepaid Hours:	10
Hourly Rate:	\$115.00
Total Initial Cost:	\$1,150.00

You may purchase this plan online at:

http://www.aspacia.com/store/detail.asp?PRODUCT_ID=SC04

*All terms and conditions for each plan are stipulated in the Aspacia Services Agreement. Amounts due under the low use plan are due upon delivery of the services.