



## Remoteus Check IT Support Provider Benefits

### Increase Revenue with Monthly Subscription Service

- Offer a high margin support service on a monthly basis in addition to hardware sales.
- Improve your knowledge about customer hardware base and increase additional sales opportunities.

### Doing the Right Things at the Right Time

- Plan your customer visits - reduce the rush.
- Improved support resource usage.
- Detailed problem identification and fixing them faster.

### Invoice more

- User has an easy way to contact the IT Support when facing problems.
- More support cases for small problems.

### Customer Satisfaction and Customer Loyalty

- Offer better service and secure the IT support cases from the customer that bought hardware from you.

### Clarify Your Processes

- Support cases are received by email and integrated into your support ticket system.
- Improve the visibility of your support case times (email vs. phone).

### Advertisement value

- Your logo is visible on your customer's computer.
- You can remind your customer how easy it is to get support when needed with Remoteus Check.

### Distribution Channel Benefits

- Service can be sold e.g. over the internet, automatically without heavy administrative routines.