



Desktop Support

24x7 Support for your staff and customers



Peacey Systems

Desktop Support



Peacey Systems | Computer Support is a North American based, managed service desk and help desk solution provider. Our skilled staff, extensive industry knowledge and in-house expertise combine to produce a systematic and professional approach to delivering first line customer support.

Advantages of Peacey Systems Support Services:

- Round-the-clock Professional Tech Support Services on toll-free lines
- Remote administration & troubleshooting
- Real time, secure web-based access to all incident details used by everyone in the support chain
- Designated account manager to co-ordinate activity and communication

Peacey Systems strategy is focused on delivering top quality, cost effective Information Technology (IT) support solutions. Often times, IT budgets balloon, or are difficult to control when trying to remain competitive, or Helpdesk and Computer Support is an after thought for non-IT companies. Which leads to a decrease in productivity and overall profit loss when things go wrong. Our core competencies include troubleshooting desktops, networks and applications as well as Internet connectivity. Each member of our help desk team has a vast technical background which we feel is crucial for effective first-call resolution.

Peacey Systems seamlessly integrates our support services with your IT department developing a true partnership to ensure quality and transparency. If your organization doesn't have an IT department, we will discuss escalations to your external vendor of choice. Customers signing up for this package should expect to receive professional technical support on our supported products.

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General

- * Printers
- * Scanners
- * Modems
- * DVD Drives
- * Video/Sound Cards
- * USB Devices
- * CD/DVD Writers
- * Zip/Jazz/USB Drives
- * Hard Drives

Operating Systems

- * Windows 98 SE
- * Windows ME
- * Windows 2000
- * Windows XP
- * Windows Vista
- * Mac OSX All
- * Mac OS9.1
- * Windows CE
- * Palm OS

E-Mail

- * MS Outlook
- * MS Outlook Express
- * Windows Mail (Vista)
- * Netscape Messenger
- * Eudora Mail
- * Mozilla Thunderbird
- * Entourage
- * MAC Mail
- * Monitors
- * Keyboards - Wired & Wireless
- * Digital Music Players (iPod, MP3 players, etc.)
- * Handheld/PDA
(Including iPhone / Touch, Palm, HP IPAQ etc.)
- * Digital Cameras/Digital Camcorder

Anti-Virus Software

- * Norton Internet Security
- * Norton Anti-Virus
- * AVG
- * Ad-Aware
- * MS Anti-Spyware
- * McAfee
- * Windows for Pocket PC

Burning Software

- * Adaptec Easy CD Creator
- * Adaptec Toast
- * Roxio Easy CD Creator
- * Roxio Toast
- * Nero
- Internet Browser
- * Netscape Communicator
- * MS Internet Explorer
- * Mozilla Firefox
- * Maxthon
- * Safari
- * Opera

General Software

- * All MS Office Products
- * PC Anywhere
- * Acrobat Reader
- * Acrobat Writer
- * Winfax Pro
- * Adobe Graphic tools
(Photoshop, Illustrator...)
- * Media Software
(iTunes, Windows MP, Real Player)
- Macromedia Support
- * Macromedia Shockwave
- * Macromedia Flash
- * Macromedia Dreamweaver

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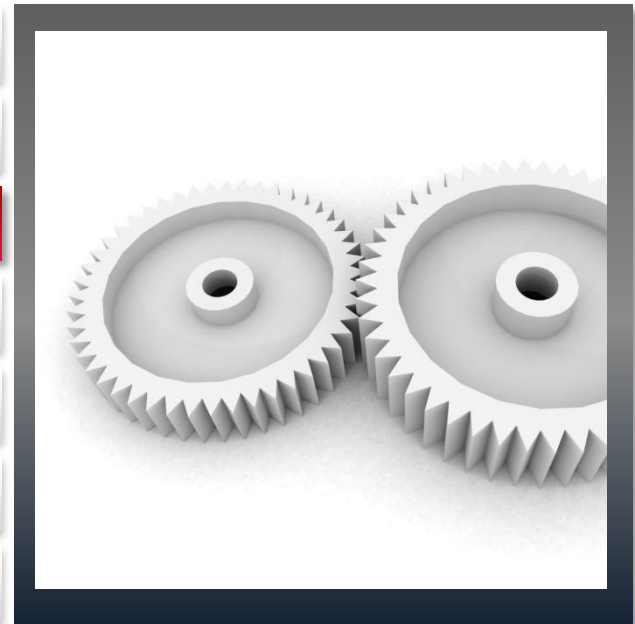
- All Microsoft and MAC operating systems
- Non proprietary application support
- Windows and Novell networks
- User Administration – Login resets, account
- creations and permissions, folder access
- External VPN connectivity troubleshooting
- Exchange and POP/IMAP email, webmail and
- spam filtering
- Server services restarts (Exchange, IIS, Print
- Spools, etc.)
- Responsive server monitoring from email alerts
- All Microsoft Office products
- All Adobe products
- Network and internet connectivity
- Networked Devices
- Hardware and peripheral troubleshooting
- Virus and Spyware detection and removal
- Printer troubleshooting

Peacey Systems in-house developed software provides remote control capabilities which allows our team see and interact with desktops across any network.

- Accessible on any machine with an internet connection regardless of firewall
- Simple and light weight
- client downloads a 200k file that expires after 24 hours
- Fast connection
- A technician can be logged in within 60 seconds
- Zero footprint after remote session is finished
- Data security
- no information is stored on the server and transmitted
- data is encrypted
- Remote lock capability
- A technician can remotely lock the keyboard and mouse hardware

Key Features:

- 1 Web-based Portal
- 2 White labelled Services to allow your client access
- ✓ 3 Incident logging and user management
- 4 View call, incident, agent and SLA reports
- 5 Integrated Knowledgebase
- 6 Bulletin board features to inform agents
- 7 All data encrypted and backed up daily



A background image showing two hands shaking in a firm grip, symbolizing a business deal or agreement. The hands are wearing white dress shirts with striped cuffs and dark suit jackets. The handshake is centered in the upper half of the frame.

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- Call Sales**

1 888 490 3773

- Email Sales**

sales@peaceysystems.com