



RemotePass Business Case

Business Case Overview

The emerging business environment is being pulled between two opposing poles. On the one hand, efficiency demands that key processes be streamlined and integrated into a centralized infrastructure. On the other hand, business is being conducted on an ever-increasing geographical scale, creating remote offices, mobile workers, and a dispersed customer base. In order for a business to adapt to this environment, these two apparently conflicting trends must be reconciled. Both centralization and geographical expansion offer clear business advantages, but a method and a means of balancing the two is often much less clear.

RemotePass remote support solutions are designed to aid businesses in striking a balance between centralization and geographical expansion by enabling a technical support staff to offer thorough support and administration without having to be onsite at each corporate location. Enhancing a company's technical support, whether support for employees or customers, increases the effective radius for expansion.

Benefits

Increased Productivity

RemotePass brings the support of your entire customer base right to your support representative's desktop. This increases the support representative's efficiency even when troubleshooting multiple systems at multiple remote sites.

- **Diagnose and resolve remote pc problems as they occur.**
- **Minimize costly travel time.**
- **Perform remote administration and remote diagnostics.**
- **Troubleshoot multiple remote desktops simultaneously.**
- **Eliminate inefficient phone support.**
- **Reduce personnel costs.**

Value

A purchase of RemotePass licenses is an economical way to enable your support reps to support more efficiently. RemotePass offers simple, straightforward pricing that quickly translates efficiency gains into company profit.

RemotePass streamlines the process of remote support and administration at a cost that even small businesses can afford.

End-User Satisfaction

RemotePass increases your end-user's satisfaction by enabling your support reps to address their support needs directly and immediately. With RemotePass, the efficiency and effectiveness of support is increased, while your user's downtime is minimized. Using our remote support tools, a support rep can troubleshoot any remote computer as soon as the user reports a problem. With RemotePass, support is direct and complete, equaling satisfied users.