



## help... anytime, anywhere with Loop's remotely managed services

Now you can receive technical support from Loop quicker than ever thanks to our new remotely managed services. Geography doesn't matter any more, our technicians can start diagnosing and resolving your technical issues within minutes.

You initiate the remote session via a web portal that allows you to know when your system is being accessed — this is done securely through your firewall. The session is logged for auditing purposes and a video file created that records the session.

And remotely managed services are not limited to technical support; many daily administrative tasks can be executed this way whether you work on an Apple or Windows platform.

### servers

- + Diagnose software issues
- + Monitor and maintain servers
- + Software support
- + Monitor backup status
- + Account setup
- + Basic maintenance

### workstations

- + Diagnose software issues
- + Monitor and maintain workstations
- + Software support for end-users
- + Monitor backup status
- + Font management
- + Basic maintenance