

COMPNOW REMOTE SUPPORT TEAM AVAILABLE FOR YOUR ORGANISATION



Extend your IT support teams bandwidth by engaging CompNow's trained support engineers to provide your organisation's staff and/or customer community with a bespoke remote support desk offering.

Leverage CompNow's support offering for your staff / remote workers / customers or students to ensure they are able to access your online resources across all platforms: Windows, macOS, iOS, Microsoft 365 and Google.

Our support team are all CompNow employees based here in Australia and provide support both over the phone and with remote screen sharing.

Support provided limited to assistance with the following:

- Google GSuite including Hangouts Meet
- Microsoft O365 including Teams
- Zoom conferencing
- Issues relating to headphones, microphones and speakers
- Accessing email accounts and resolving password issues
- Identifying home internet bandwidth issues

Note:

- This is not intended to be a general IT support line for personal computers
- Calls unrelated to matters set out above will be politely declined and not charged
- Each call to be limited to a maximum of 30 minutes, after which to be transferred to your IT support team
- Calls to be charged to your business in 15 minute increments at rate of \$40 ex each increment
- Detailed reporting to be provided from our ITSM tool
- Desk available 8.30am - 5.30pm AEDST, Monday to Friday excluding public holidays

To get started with CompNow Remote Support contact your Account Manager today on 1300 COMPNOW or sales@compnow.com.au

National 1300 COMPNOW
Adelaide 08 8133 8000
Brisbane 07 3613 5100
Cairns 07 3613 5114

sales@compnow.com.au
Melbourne 03 9684 3600
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