

In the Spotlight: *VirtualTec*[™]

By Wendy Smith

Do you want to eliminate hours of down time because of computer related problems? VirtualTec[™], the latest offering from TCN, a 12-year-old entrepreneurial computer services company, can help.

VirtualTec[™] is an amazing service that eliminates the inefficiency of traditional technical support or "help desk" staffing, where either the staff has nothing to do, or a virus has hit and the desk is swamped.

What is VirtualTec[™]? It is a groundbreaking program that can drastically improve productivity for computer and network-related services.

"VirtualTec[™] provides a virtual technician at your desktop. Problems are corrected immediately while you are on the phone with our Solution Center, no waiting, no scheduling," states Jim Cavagnaro, founder and CEO of TCN. System support is provided on-site or can be delivered via a secure Internet connection.

VirtualTec[™] has the capacity to handle everything from network management to PC diagnostics and upgrades. VirtualTec[™] is a "must-have" for any organization requiring high availability networks. It provides substantial cost savings for companies maintaining 300 to 10,000 desktops, and all companies with multiple locations.

An example is the best way to understand its unique capability. Imagine an employee sitting at her computer trying to open a text file she's received. The file won't open. Traditionally, she would call the help desk, then wait for a

This is only one small part of VirtualTec's[™] problem resolution capabilities; it also helps with problems involving wide area network connectivity, server management, software standards enforcement, and the majority of commonly encountered user problems. VirtualTec[™] provides real-time asset management that gives reports of the software installed on every PC in the organization, so you not only see what isn't updated, but who may be using unauthorized or non-standard software. It permits maximum efficiency since everyone uses the same version of your software, and can prevent lawsuits by assuring licensing compliance. Its robust reporting package details both software and hardware, and even helps diagnose problems before they



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technician to eventually answer and diagnose that she's missing the appropriate software. The technician would then find her station, and load the software on her computer. Does this time wasting scenario sound familiar?

Now imagine you're using TCN's VirtualTec[™]. You call your VirtualTec[™] solution center and explain the problem. The technician asks you to "hand over your computer." The VirtualTec[™] technician can see your computer, see the problem, and send software to you within minutes while you continue to use your computer! This special technology is capable of delivering software packages ("push technology") and cutting a lengthy problem down to minutes! The instant gratification is priceless, ending frustration, and making "response time" an obsolete phrase. A software "push" can be done to individuals or groups using FTP so the complete software package is received before it is installed, eliminating potential configuration problems.

occur through constant monitoring of the entire network around the clock.

VirtualTec's[™] advantages are three-fold: it increases the level of service by cutting the resolution time of help desk problems, while eliminating wasted technician time; it cuts the cost of maintaining a help desk; and it provides asset management capability and equipment utilization reporting. Its historical tracking capability helps determine if your systems are being used efficiently by generating reports that can determine where training and hardware dollars would be most effectively spent.

Dan Erb, team leader of the application development group said, VirtualTec[™] takes care of 80% of the commonly encountered help desk problems.

"It is a careful knitting together of 20 software packages to identify and resolve network problems before they impact user. No other single package has the asset management, reporting, and problem-solving capabilities of VirtualTec,[™]" states Erb. "VirtualTec[™] is a one-of-a-kind cost effective outsourcing opportunity from a company whose goal is customer satisfaction."

Jim Cavagnaro believes, "In the future, all companies will be managing technology this way. TCN is delivering this solution today."

If this article hasn't convinced you of the win-win capabilities of this product, contact Jim Cavagnaro, CEO of TCN for a free product demo 585-424-5090, 1240 Jefferson Road, Rochester, N.Y. 14623 You can also visit them on the Web at www.tcnus.com and find out how to start saving time and money today.

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