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MicroWorld to offer remote support

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Wednesday, 15 July 2009

MicroWorld has introduced a remote support facility, eScan Remote Support' (ERS), for eScan's customers worldwide.

QUICK POLL

Have you started hiring again since the business has picked up?

- ☐ Yes. Our hiring has resumed.
- ☐ No. We want to still wait and watch.
- ☐ What're you talking? We never had any recruitment-freeze!

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ERS facilitates eScan support team to establish a remote connection to the machines of the customers, as and when required by the customers. It helps the support personnel to understand the exact nature of problems faced by customers. ERS provides remote access by default, thereby eliminating the need to download utilities that enable access to remote machines.

ERS is currently available with the latest hot fix (1.0.0.463) and will shortly be made available in newer eScan/MailScan builds. A customer may check the availability of ERS on their machines, by hovering the mouse on the eScan Red-Shield Icon in the system tray and looking at the version displayed. If the last three digits are greater than or equal to 463, then ERS is already installed in the machine and it can be accessed by right-clicking on the eScan Red-Shield icon and by selecting "eScan Remote Support".

The HOTFIX with eScan Remote Support is available at www.mwti.net/hotfix

"ERS is aimed at reducing turn-around time on problem solving and increasing efficiency. We are confident that it will certainly help us garner more share in the market worldwide, and will surely give us a big leap, in terms of customer and partner satisfaction." explains Govind Rammurthy, CEO & Managing Director, MicroWorld.

Talk Back:

Will this feature help MicroWorld to gain market share in India?

What has been your experience with MicroWorld? Any success story/ grievances to share?

Post your opinions & experience by writing to cb@expressindia.com

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