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MicroWorld's eScan now provide remote support to customers

By   siliconindia news bureau
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Bangalore: MicroWorld has introduced enhanced customer support facility 'eScan Remote Support' (ERS). This feature will enable eScan to give faster support to all its customers worldwide. "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." explained Govind Rammurthy, CEO and Managing Director, MicroWorld.

ERS, when enabled by a customer, will help eScan support team to establish a secure remote connection to their machines, and provide help with their queries, problems and if needed, even demonstrate the product to them from a remote location. ERS will help supporters to check the exact nature of any issue faced by the customer, which is sometimes very difficult to understand over the phone, chat or email. A user will not have to make any downloads to enable this technology as it is already installed by default.

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ERS is already available with the latest hotfix (1.0.0.463) and will shortly be available in newer eScan/MailScan builds. One can 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 selecting "eScan Remote Support".

eScan is an Antivirus and Content Security software that shields workstations and servers from various threats such as virus, spyware, hackers, spammers, privacy related issues and other objectionable content.

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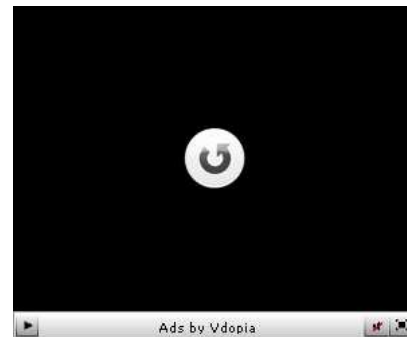Posted by: Mrunal - 02:58 PM Jul 16, ' 09
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