

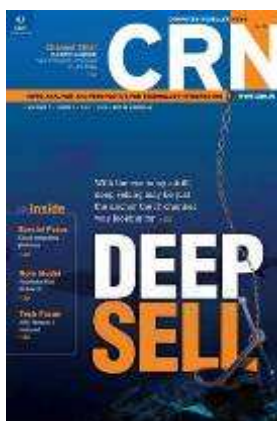

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## ADVERTISEMENT

## Microworld Introduces ERS

CRN Network, July 16, 2009, 1230 hrs

MicroWorld has enhanced its customer support facility with eScan Remote Support (ERS). This feature will enable eScan to give faster and better support to all its customers worldwide.

The ERS provides remote access by default, thereby eliminating the need to download utilities that enable access to remote machines. Thorough this, the eScan support team can establish a secure remote connection to customer's machines, and provide help with their queries, problems and if needed, even demonstrate the product to them from a remote location. This latest feature aims at increasing efficiency by providing access to the exact nature of any issue faced by the customer, which is sometimes very difficult to gauge over the phone, chat or email.

Govind Rammurthy, CEO and MD, MicroWorld said, "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."

Sunil Kripalani, VP, Global Sales and Marketing, MicroWorld said, "We believe in constantly evolving our products and services to provide the best solutions to our customers. The latest ERS feature is another step towards further fine-tuning our support services for our worldwide customer base."

ERS is already available with the latest hotfix (1.0.0.463) and will shortly be available in newer eScan/MailScan builds.

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