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eScan launches Remote Support facility for customers

By PC World Team

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eScan, from MicroWorld, has introduced enhanced customer support facility 'eScan Remote Support' (ERS) that will effectively and securely enable it to give better support to all its customers. ERS, when started by a customer, will help the eScan support team establish a secure remote connection to their machines, and provide help with their queries, problems and if needed, even demonstrate the product to them remotely. Ensuring faster turn-around time, this latest feature will help increase efficiency by providing access to the exact nature of any issue faced by a customer, which can be difficult to gauge over the phone, chat or email. The ERS provides remote access by default, thereby eliminating the need to download utilities that enable such access.

"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 Mr. Govind Rammurthy, CEO & Managing Director, MicroWorld.

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