

## eScan enhances customer support

*Introduces 'eScan Remote Support' for faster and better support to customers worldwide*

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MUMBAI, INDIA: [eScan](#), the flagship product from MicroWorld, the [developer](#) of the world's most advanced Information Security Solutions, has now introduced enhanced customer support facility 'eScan Remote Support' (ERS). This latest feature will effectively and securely enable eScan to give FASTER and BETTER support to all its customers worldwide.

The new feature, ERS, when started 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.

Ensuring faster turn-around time, this latest feature will help increase 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. The ERS provides remote access by default, thereby eliminating the need to download utilities that enable access to remote machines.

"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.

"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", said Mr. Sunil Kripalani, Vice President Global Sales & Marketing, MicroWorld.

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 a pro-active and real-time Antivirus and Content Security software that offers a comprehensive solution that shields workstations and servers from various threats such as virus, spyware, hackers, spammers, privacy related issues and other objectionable content. It has real time virus and content scanning, filters pop-up ads and protects against intruders among others. It also provides real time / live updates and 24/7 free technical support.

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