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## eScan enhances customer support

By VARIndia Correspondent



eScan 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 & Managing Director, 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".

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