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eScan Enhances Customer Service Support

By [ChannelTimes Staff](#)
Mumbai, Jul 15, 2009 1738 hrs IST



eScan, the flagship product from MicroWorld, a provider of information security solutions, has now introduced 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 company said.

The new feature, ERS, when started by a customer, will help 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 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 company claimed.

"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

Sunil Kripalani, Vice President (Global Sales & 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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