



[Connectivity Support](#)



[Hosting Support](#)



[Desktop Support](#)



[Thin Client Support](#)

<b>Product Overview</b>	You have dedicated the resources towards the development of your software, so why not invest further to ensure that your customers maintain the same level of satisfaction with their support needs? PC Helpline is committed to utilizing our years of experience in thin client application support to develop workable, and yet flexible, methodologies for delivering proprietary software support.
<b>Support Covers</b>	Technical troubleshooting for your Thin Client application. Common user issues.
<b>Product Features</b>	<ul style="list-style-type: none"> <li>Defined service level agreement</li> <li>Branded telephony and email support and live chat</li> <li>Incident escalation, when applicable</li> <li>Real time, secure web based access to all incident details and call statistics</li> <li>Monthly activity and trend report</li> <li>Designated account manager to co-ordinate activity and communication</li> <li>Remote computer management features</li> </ul>
<b>Product Benefits</b>	<ul style="list-style-type: none"> <li>* PC Helpline will become familiar with your custom application to provide front line support leaving your in-house staff to handle ongoing development.</li> <li>* Seamless integration with you business model</li> <li>* Professional, friendly representatives</li> </ul>
<b>Support Language</b>	English
<b>Coverage Options</b>	<ul style="list-style-type: none"> <li>Full 24/7/365 coverage, or</li> <li>Business hours only, or</li> <li>Non-business hours only; supports in-house business hours resource, or</li> <li>Overflow only; compliments in-house 24/7/365 resource</li> </ul>
<b>Pricing Options</b>	<ul style="list-style-type: none"> <li>Set monthly fee, or</li> <li>Per subscriber fee per month, or</li> <li>Per incident fee per month</li> </ul>
<b>Typical Clients</b>	Inventory tracking, order management and point of sales tools. Public self-service kiosks located in higher-learning institutions, airports and hotels.



To discuss your requirements further, either:

**Call our Sales Department:** 1-866-305-8995 (toll-free North America) / +1 250 361 1776 (from overseas)

**Alternatively:** Please complete the Contact Form on our website: [www.pchelpline.com/contact.htm](http://www.pchelpline.com/contact.htm)