We are your Digital Support Team!

Now you can enjoy InstantRemoteHelp © and more efficient use of your computing technology with Avenue 18 Computer On-Going Support:

Having regular support and monitoring for your computer systems is like having a personal trainer for your business! The problem areas get immediate attention, and long-term plans and best practices are strengthened and maintained. Sadly many systems never get the benefit of proper original system setup, and have near zero maintenance done since.

- Many need updates and/or add-ins to operate more smoothly and to keep current.
- Many have never been seen by a PC technician, are slow and have Junkware and/or Malware
- Many have no idea if system logs, backups, updates and system health is normal or not.
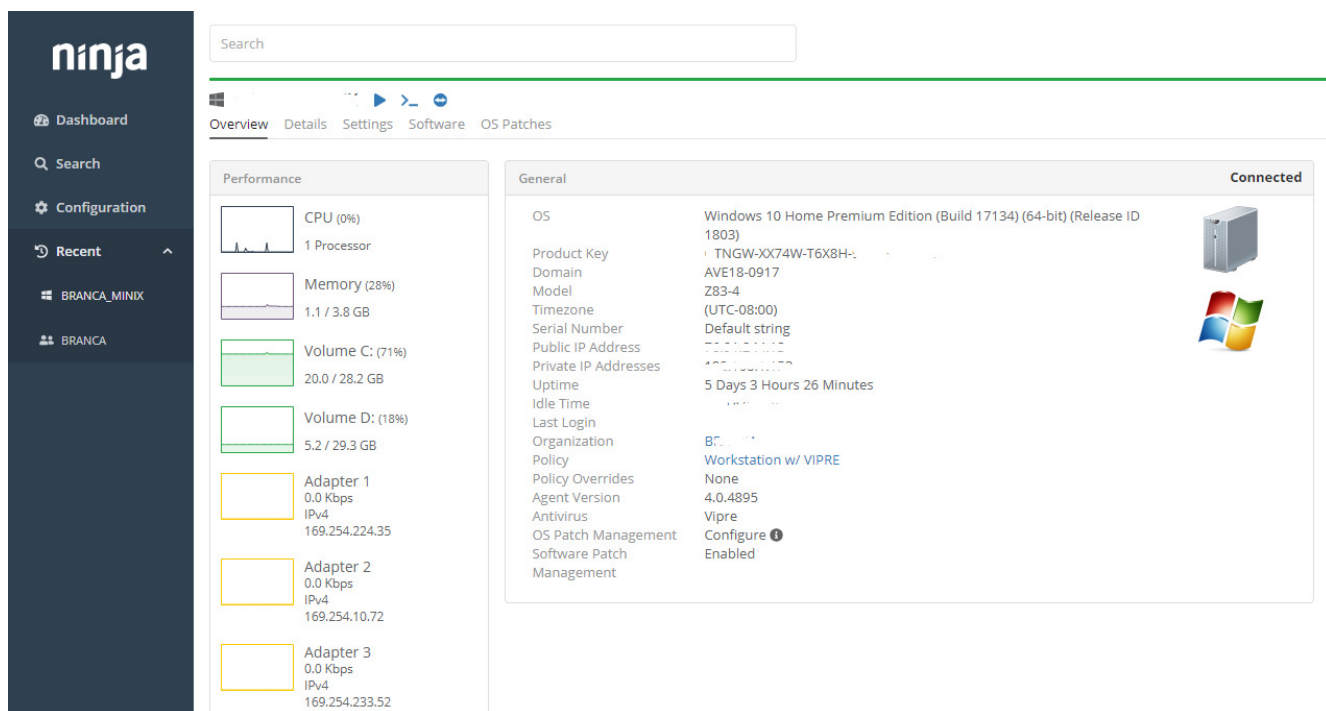- Quite a few wouldn't know where to look. And don't have a reliable person to Ask.

Avenue 18 Computer eliminates these problems with 24/7 Support and Monitoring!
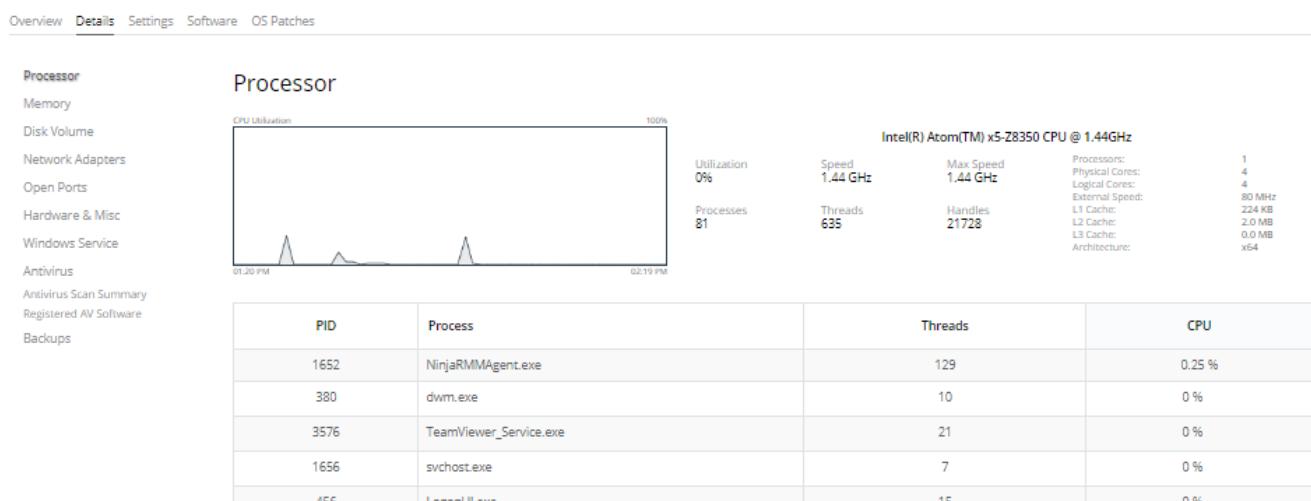
ON-GOING SUPPORT HIGHLIGHTS:

- **FAST REMOTE RESPONSE KEEPS YOU PRODUCTIVE**

- **RESOLVE EVERYDAY COMPUTER PROBLEMS**

- **MONITOR BACKUP JOBS AND REVIEW LOGS**

- **FREE DATA RESTORATION FROM BACKUP**

- **RUN/SCHEDULE ANTI-VIRUS SCANS**

- **REVIEW SYSTEM & ANTI-VIRUS LOGS**

- **SETUP AUTOMATED SYSTEM HEALTH ALERTS**

- **CHECK/MONITOR FREE DISK SPACE**

- **ELIMINATE TRASH FILES AND OLD BACKUP SETS**

- **DEFRAG DRIVES AND PERFORM QUICK TUNE UPS AND UPDATES**

- **LIMITED ON-SITE SERVICE INCLUDED**

- **REPAIR PARTS AND SHOP SERVICE ADDITIONAL**

- **PRO-ACTIVE SYSTEM HEALTH SUGGESTIONS & GUIDES**

- **OPTIONAL: ACCESS your Computer REMOTELY**

See How Avenue 18 uses the NINJA RMM Support Console to monitor your system...

Fig 1 This screen is the Main Console view of a typical PC. Mac and Linux computers are supported as Well. A concise overview provides System and Drive Status.

Fig 1 This Details Screen provides Processor Details, useful for tracking the age and power levels of your computer. Other detailed screens just below (not shown) cover each network adaptor, Memory Load, Hard Drive Free space and many other System Activity and Capacity measurements.

If necessary, a Frozen computer can be rebooted, or have Teamviewer reinstalled. In the past a Tech would have to Remote Login to get all these useful technical Features, potentially interrupting a user. Now we have the Info we need without the need to disturb the Client at all.

AVENUE 18 COMPUTER'S

On-Going Support Checklist:

1. **TEAM Viewer Remote Support** feature is fully integrated and Ready-to-go when needed

2. Our InstantRemoteHelp © allows **hands-free** support - no Software to Install or Setup

3. Monitors **Hard Drives** – **Memory** and Flag problems

4. Automates **Early warning** of computer trouble areas

5. Push **Messages** (SMS) to warn Tech of Alerts and Errors or Drive Space running out

6. Backup and **Antivirus** Setup - Review Logs, Scans

7. Tune, **Optimize** System - Isolate, remove problems

8. Setup iDRIVE Cloud Backup. Add "Bonus Backups"

9. Maintain C:\Tools folder with Cool **Helpful Apps**

AND #10:
Always Helpful Courteous Service in Plain English

CONTACT:

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www.InstantRemoteHelp.com ©