

TWS - Information Technology Solutions

Remote Web Assistance

No Software installation

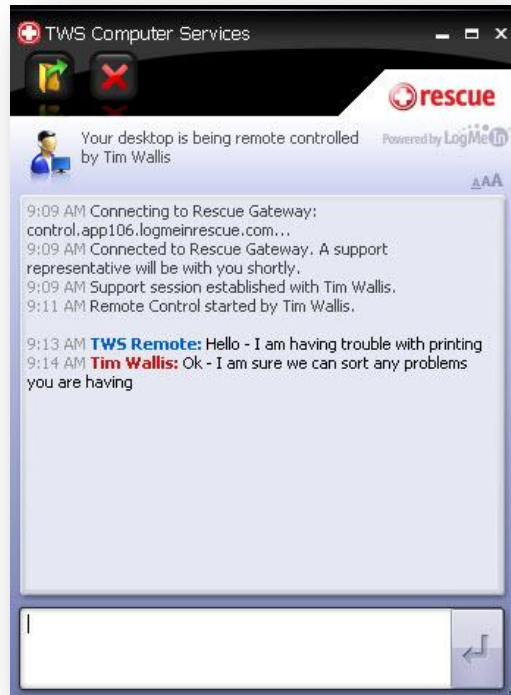
The Remote Web Assistance requires no pre installation of software

Complete Control

The customer maintains the ability to disconnect at any time

Windows and MAC PCs

The Remote Web Assistance works with versions of Windows Operating Systems including Windows 7, Server 2003, XP and Vista as well as the latest MAC operating systems.



- Enterprise Class remote control of your systems by qualified professionals, who are ready to assist in resolving your technical problems or re configure your machines
- File management, whiteboard demonstrations as well as reboot and automatic re-connection
- Live chat enables support without the need for a telephone conversation if required
- Remote Control at a time that suits you
- Initiate a Remote Session by visiting the TWS Web Site

LogMeInRescue® used by TWS Computer Services provides permission based access to remote systems. This web based support solution requires no pre-installed software so is ideal for business and home users who require software resolution assistance without the costs associated with an engineers visit to your premises.

Let a fully trained and qualified professional, remotely control your Windows PC or MAC to demonstrate how to configure your device to achieve your needs or troubleshoot problems with you.

Remote Web Assistance quickly and efficiently resolves your issues without the delay that comes with waiting for someone to call at your premises to physically access your systems. Using remote control engineers can also offer advice with on-line purchasing, as well as software downloads and installation.

A LogMeInRescue® session can be initiated in various ways including via the TWS Web Site or by a direct link being sent by email to the customer requesting assistance.

At the end of a session the installed applet used in the session is completely removed.

To find out further information visit the TWS Web site or contact TWS to see how your requirements can be met with regards to the use of the Remote Support. Fees for Remote Support may be chargeable, although TWS Premier Customers will receive any brief Remote Support Sessions free of additional charges.

Click [here](#) to email TWS for more information.



Phone: 01892 613447
Email: info@tws.eu.com
Web: www.tws.eu.com