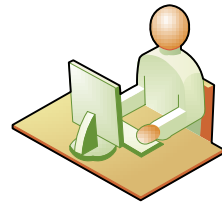
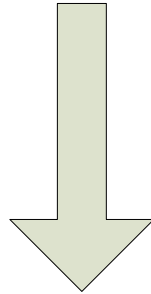




One of your staff members require assistance with his or her computer. So they open a Trouble Ticket request via Email, Telephone, or our convenient website.



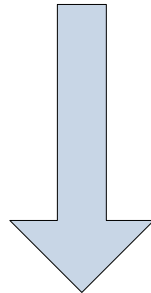
Your Staff Member



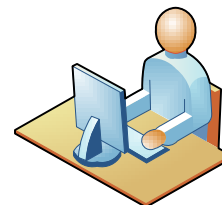
Our customer service representatives will assign the Trouble Ticket to one of our available technicians



Customer Service Department



The technician will remotely connect to your computer and provide appropriate assistance



ICS Support Technician



If the technician cannot resolve the problem remotely, we will dispatch an onsite technician to resolve the issue