



[www.affinityitgroup.com](http://www.affinityitgroup.com)



**PREMIUM TECHNICAL  
SUPPORT: PAVING THE ROAD  
FOR YOUR BUSINESS**

# PREMIUM TECHNICAL SUPPORT: PAVING THE ROAD FOR YOUR BUSINESS

Premium Technical Support makes sure that the technical aspects of your business – the phone network, your computers, your machines, and your software – are in working order. Downtime can mean lost revenue and lost opportunities. Premium technical support will anticipate issues and keep your business on track.



It also involves working with a team of experts who will monitor your processes and recommend relevant IT solutions to make your business more efficient and more profitable. They will be invested in your success. IT solutions professionals are perfectly-placed to show you how to combine technology with your for the future to create a strategy that will take you to future achievements.

## FOCUS ON CUSTOMERS

Whatever your goals, your business relies on customers. Having the technical side of your business monitored gives you and your staff the freedom to focus on your customers. Support leads to an enhanced customer experience, which in turn leads to increased customer loyalty and better customer retention.

Your technology is a means to an end, which is best-defined by your mission statement, whether it's providing the best customer service or achieving international brand recognition. You shouldn't be troubleshooting your own technical issues. Premium technical support provides experts who handle this very important task.

Business owners know that technology fails. Support becomes as important as the product itself. Get great support to keep your business moving.

# HOW CAN PREMIUM TECHNICAL SUPPORT IMPROVE THE FUTURE OF YOUR BUSINESS?

**Reduce operation costs** – expert recommendations can speed up your workflow. You'll get more out of every day with less effort.

With years of technical experience, trained specialists will spot issues and suggest the perfect solution to save you time and money.

**Improve customer satisfaction** – with all technical aspects up to date and in working order, you'll experience fewer delays and downtime as a result of technical issues. Once you've made the most of recommended IT solutions to improve your business, your staff will have more time for product and service quality and to focus on customer satisfaction.

Your business can be more responsive to customers, with no need to fight fires in the technical department.

**Increase revenue** – streamlining business practices means getting more done in a shorter time. Make more products, spend more time on lead generation, make more sales. If you want to grow your business, or tackle any other part of your strategy, premium technical support will help.

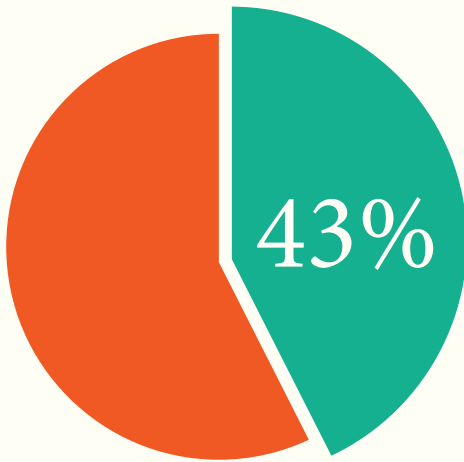


“Operating a business without IT support is possible, but when something goes wrong, you might find your business at a standstill.”

**Improve service proficiency** – with premium technical support in place, your business will experience few delays. Tasks will be processed more quickly. In this fast-paced world, time is at a premium both your business and your customers. Customized IT solutions will enable you to improve your business' service proficiency overall.

Automation of repetitive tasks is an excellent way to give everyone in your business more time to focus on high-value goals.

**Better troubleshooting** – There's no need to wait until something is broken to fix it. A highly-trained technical support team will see weaknesses in your system before they become apparent to everyone. Pre-emptive repairs and modifications of hardware and software will keep your business running smoothly.



of IT executives expect their budgets to increase in the next year. (up from 36% in the previous year). – [ComputerWorld](#)

**Improve security** – anti-virus checks are an integral part of any premium IT support service. You may not know if you already have a virus on your computers or your network, but experts can detect and eradicate them. When your systems are clean, support technicians can install the right software to prevent future attacks, and any hardware or software required for securing wireless connections.

They will then provide remote surveillance of your network, remote retrieval capability and backup options to protect your data.

If you're considering premium technical support, here are some things to look for:

**Remote support** – your technicians will not only talk you through what to do on the phone to get your system working. They will be able to access

your machines from another location. When necessary, they will dispatch engineers to your location, but remote support means that your issues are resolved as quickly as possible.

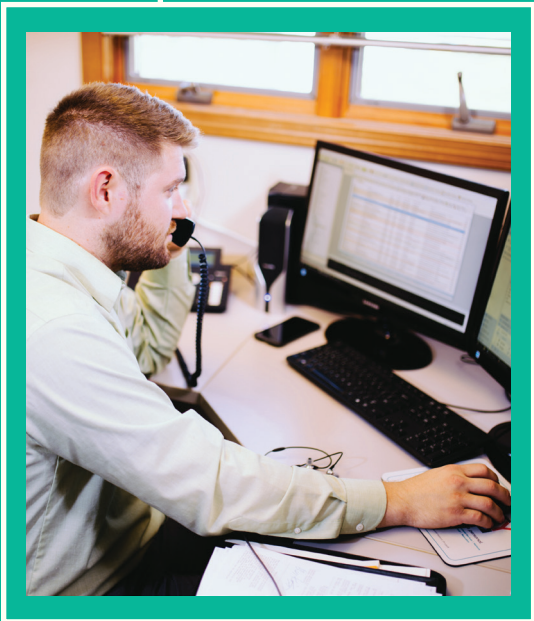
**24/7 assistance** – get help when you need it to prevent downtime. If you need assistance outside of business hours, premium technical support will deliver the service you need, regardless of the day or time.

**Partnership** – you will not feel like a number. You will be considered a partner. A premium support team will be invested in your success.

**Activity monitoring** – don't just fix IT problems. Use activity monitoring to learn more about your existing processes. Discover solutions to make them more effective and more efficient. You might learn more than you bargained for!

**Comprehensive reporting** – premium support will keep track of your IT issues and be able to report every action to you, which is useful for business meetings relevant to technical operations and helpful for strategizing for the future.

Operating a business without IT support is possible, but when something goes wrong, you might find your business at a standstill. Premium Technical Support will ensure that your business is in the best possible shape so you can continue moving towards your goals.



[www.affinityitgroup.com](http://www.affinityitgroup.com)

**Phone**

+800.627.2214

**Email**

[Info@AffinityITGroup.com](mailto:Info@AffinityITGroup.com)

**Address**

6920 Spring Valley Dr  
Suite 106  
Holland, Ohio, 43528