

Remote IT Support Services from CenturyLink

Streamline IT operations for your business with on-demand, 24x7 support

Solve your complex issues with a single solution covering IT infrastructure and communications needs. Whether you need help setting up new PCs and software for the first time, or are trying to fix a server-down situation, Remote IT Support Services provide the right combination of around-the-clock expert assistance and on-the-fly remote problem resolution for: desktops, laptops, servers, business class routers, managed switches, firewalls, networked printers, mobile devices, and more.

As much as 50% of IT spending today goes to ongoing maintenance and support of existing systems. The average annual salary of an entry-level helpdesk technician is over \$45,000. With this much of your company's budget at stake, can you really afford not to look at more cost-effective solutions for IT services? On-demand Remote IT Support Services from CenturyLink will put an expert professional within reach—for 24x7 technical support via phone, chat, email, or remote desktop—to help your users get back on-track after virtually any IT challenge.

Cost-effective IT support


Get the greatest efficiency from your IT investments at predictable, manageable costs. With flexible options for either monthly recurring support (per-PC, predictable IT spend) or incident-based (per-issue, incidental IT spend), you can tailor a solution to fit your budget and business requirements.

Peace of mind

All support options are available remotely, yet right at your users' fingertips. And there's no need to wait around for a technician to show up! Simply pick up the phone, start up a Web chat, or send off an email to one of our qualified support engineers. They stand by to help you solve a wide range of IT issues, from device malfunctions to business application configuration. Best of all, you'll get support for all of your users and infrastructure with a single on-demand solution, with US-based, badged-employees. Then you can go back to focusing on your customers, rather than on routine IT maintenance.

Supports your work-style

CenturyLink aims to work with you on your terms. Courteous and knowledgeable technicians are available 24x7, easily reachable via a dedicated telephone number for your business. They can either walk you through problem resolution 1:1, or handle it for you completely through remote-control capabilities (depending on the nature of the incident). With "walk-away" support, you can leave while the technician connects to your desktop or server remotely, and then return when it's finished!



**"Help with
what you need,
when you need it"**

Features at a Glance

- Business Network Support
- PC Maintenance
- Security Management and Resolution
- Office Peripheral Setup
- Mobile Device Configuration
- Office Software Deployment

Service Detail



Business Network Support

Our online service professionals can provide assistance setting up wireless and wired networks, from initial installation to on-going troubleshooting for routers, managed switches, and firewalls. Specialists will guide you through upgrades to telecommunications equipment or other advanced configuration tasks.



Virus, Spyware, and Malware Removal

A remote technician will provide a comprehensive scan of all files on a machine to detect and remove unwanted software, malware, configuration errors, or other threats.



PCTune-Up and Maintenance

Get your old machine running like new again. Speed up a slow PC or free up needed disk space by cleaning up unused programs, files, and folders.



Software Installation and Troubleshooting

Get immediate assistance with installing or troubleshooting standard office desktop and ERP/CRM software (MS Office, Adobe, QuickBooks, TurboTax).



Mobile Devices (Smartphone or Tablet)

Simplify your users' remote access experience and get expert help to set up email, Wi-Fi, Bluetooth, or desktop sync on a mobile device.



Data Backup

Deploy resiliency in your organization and let CenturyLink professionals assist with data backup subscriptions or external storage.



Email Support

Tackle complex infrastructure tasks with assistance on email server/client configuration, troubleshooting, or migration for corporate email or hosted domains.



Office Peripherals (Printer, Scanner, Fax)

It's not just for PCs. You can call for help with installation, setup, troubleshooting, and use of office peripheral devices.

Supported devices include (but are not limited to) desktops, laptops, servers, business class routers, managed switches, firewalls, networked printers and mobile devices.

ON-DEMAND IT SUPPORT SERVICE

Setup a wireless network

Support for up to 3 mobile devices (laptop, smartphone, or tablet) per PC subscription.

Connect additional wireless devices (laptop or mobile)

Enable wireless security

Advanced network configuration

Assistance with port forwarding, network address translation, access control lists, MAC filtering and QoS configurations.

PC Tune-Up

Printer and scanner setup

Software/hardware support

Installation, trouble-shooting, and upgrades of common software, hardware drivers and operating system updates.

Business application support

Microsoft Office 2010/2013, Google Apps, Microsoft 365, web conferencing (WebEx, GoToMeeting, join.me) and online storage (box.net, Dropbox, Mozy, Carbonite).

Virus, spyware and malware detection and removal

+Each service requires a one year term commitment with an early termination fee for each registered device.

Essential One-Time IT Support Service	Advanced One-Time IT Support Service	Premium One-Time IT Support Service
Additional wireless devices ^{1b}	Business network support ¹	Virus, spyware and malware detection and removal
Business application support ⁴	Printer, scanner, fax setup	PC Tune-Up ²
Mobile devices (smartphone or tablet) ⁵	Software/hardware support ³	

¹Includes support for up to 5 wireless devices (desktop, laptop, smartphone, or tablet), port forwarding, network address translation, access control lists, MAC filtering and QoS configurations

^{1b}Connect up to 5 additional wireless devices (desktop, laptop, smartphone, or tablet)

²Includes assistance with disk clean up, defragmentation, resource management, start-up settings and application removal

³Includes installation, trouble-shooting, and upgrades of common software, hardware drivers and operating system updates

⁴Includes Microsoft Office 2010/2013, Google Apps, Microsoft Office 365, web conferencing (WebEx, GoToMeeting, join.me) and online storage (box.net, Dropbox, Mozy, Carbonite)

⁵Setup or trouble-shoot email, WiFi, Bluetooth, or desktop sync on a mobile device

