

# PreferredTech

Preferred Offices understands how computer upgrades, maintenance and trouble-shooting can sidetrack you from running your business. To assist our Member companies with their IT questions, Preferred Offices has assembled a team of knowledgeable experts to deliver timely, reliable support for desktop software applications as well as onsite and remote support for repairs, upgrades, hardware & software installation, virus protection and much more. The services are convenient, affordable, and free up your valuable time to focus on what matters most – growing your business!

## Enhanced Desktop Support

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24/7 on-demand expert support for “how to” questions on software applications and mobile devices such as Word, Excel, PowerPoint, Outlook or Blackberry.

**Support services include:**

- Self-Help Portal
- 24/7 Live Telephone Support
- E-Tips Productivity Package
- V-Temps: on-demand project development services
- E-Training: Live classes via the web

\$5.00 per user/month portal membership fee  
\$3.00 minute/call live telephone support

## Remote Network Support

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Our IT engineers are only a click away with Log-Me-In Rescue, our convenient and professional remote support service perfect for both troubleshooting and regular maintenance of your network. Simplify trouble tickets for hardware and software installation, virus protection and other repairs in a secure environment. Engineers can quickly diagnose problems and create an immediate repair plan.

**Features include:**

- No software purchase required
- No application installation required
- Real-Time support
- 90 minute response and initiation of work

\$15.00 per user/month membership fee  
\$85.00 one-time setup charge  
\$150.00/hour per session

**Call For Additional Locations (202) 580-6500**