Web Based On-Demand Technical Support

go2tech ℠

On-Demand Remote Technical Support

Setting Data in Motion

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AllMax
Software

go2tech ℠

Live • Secure • Remote Support Service

AllMax
Software

Support On-Demand

With a philosophy that the customer comes first, product research and development is unrelenting as we strive to stay ahead of customers' needs, industry and regulatory requirements. AllMax Software is dedicated to maintaining a reputation of excellence in product, service and image, providing the tools you need to maximize job and plant performance.

With **go2tech**℠, a secure, web-based on-demand remote support service, data management and other issues relative to our software programs are resolved through permission-based remote desktop sharing.

Using point-to-point technology, **go2tech** enables real-time remote control of a user's computer—at any time, from anywhere in the world through an Inter-net connection.

Issues are handled quickly, and the need for multiple support calls or on-site visits are reduced, thus reducing overall support costs.

Once connected, an AllMax technician can view the remote system's information, such as startup programs and processes, for evaluation of system health and status. An array of incident resolution tools can be utilized to address end user issues, including script deployment, login as administrator, URL push, white board and interactive chat. While troubleshooting, multiple files and folders can be dragged and dropped through a dual pane file transfer option. Relevant system information can be copied and pasted into a two-way clipboard for capturing remote PC specifics.

As an added feature, detailed history and notes from previous support sessions can be retrieved for review during future sessions.

There are two ways to connect to our technicians: directly from the AllMax software application or through support links incorporated into the company web site. For the end user, prompts to permit or deny technician access to all functions are provided, as well as an ability to stop remote control or disconnect at any time.

Remote computers require Windows Vista®, XP® and Server 2003, Windows 98, ME and 2000, and broadband connectivity to the Internet.

If you would like to learn more about **go2tech** and how it can benefit you and your organization, please contact an AllMax sales representative.