



WHEN LESS IS MORE

The greening of tech support is more than an idea for Brightstone Apple Computer Consultants. They have a plan.

brightstone.

Apple Technology REDUCING OUR FOOTPRINT

Remote monitoring of computer systems has been available, but only to large, enterprise-level businesses -- up until now.

"We are very excited about this support solution," says Rick Hermanson of Brightstone.

"It is so clearly a win/win solution. Our clients save time, money, and frustration. We can be virtually present with them in the time it takes to place a call. That saves us drive time, and saves them down time. Plus, our vehicles are not idling in traffic, just trying to get to the problem. That's better for the planet, better for the

client, and better for everyone's bottom line."

Invisible and Powerful. SMALL IS BEAUTIFUL

By installing remote access software on your computer, the Brightstone technologists can access your system from afar, whenever you invite them to. They can see the same screen you are seeing, and, when necessary, remotely join the client on their desktop, for instant resolution.

Everyone loves the idea, once they understand the underlying technology. Security is never compromised, and in fact, is augmented by additional backup systems that make client data safer than ever.

Who's driving?

BY YOUR SIDE

"The first time your cursor moves without you, it is kind of a shock," says Administrative Assistant Beth Ford. "But the speed at which the tech can click through the system and resolve a conflict is just stunning. Next thing you know, you're back at work. It's like having the tech in your computer."

Anyone who has experienced the stress of a system error in the midst of a deadline can appreciate the value of this service. When you're under pressure, and your presentation is suddenly a spinning beach ball, there is no time to have a service company drive to your location. Remote Support means 90% of the time, they won't have to.

"This is the future of IT," says Hermanson, "and we can offer it now. The potential for increased productivity is meaningful to everyone, and it's the greener way to go."

ABOUT BRIGHTSTONE

Brightstone was established in 1990 to provide long-range technical planning and support to select businesses and individuals who value custom solutions, onsite service, quick response time, remote monitoring capabilities, phone support and Apple™ technology.

Brightstone Expert Apple Support

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- Small/Medium Business Specialist
- Strategic IT Planning
- Migration from Vista to OSX
- Remote Monitoring
- Help Desk
- Back up Solutions
- Networking
- Server Installation
- Data Recovery
- Workflow Optimization
- Graphics Application Support
- Color Calibration and Management
- Onsite and Offsite Training
- General Troubleshooting
- Build-out and Office move support

Apple Consultants Network
Northwest Regional Champion

Apple Certified Technical
Coordinator (ACTC)

Apple Certified
Help Desk Specialist (ACHDS)

Apple Consultants
Network (ACN)
Member Since 1995

Macintosh Professionals
Network
Founding Member

Former ACN Apple Advisory
Council Member

Member Better Business
Bureau

