

Wouldn't it be nice...

To relax and enjoy life for a while...

And not worry about your IT solutions?

Courtesy Computers, Inc. has been a "Trusted Advisor" for Independent Insurance Agencies since 1986. With over 18 years experience in the insurance agency community, we offer our clients quality IT consulting, services and support.

Our nation-wide Remote Access Management "RAM" Program offers your company various levels of LAN/WAN support:

IT Consulting and Reporting Services

Remote Help Desk support

Remote Diagnostics and Repair of Software Issues throughout the entire network.

Remote Systems Management

Systems Analysis and 24/7 Systems Monitoring

IT Security Audits

Remote Support for your Network Administrator and IT staff.

What we can do for you...

While some end users may need to recover from system, application, or data file problems, others may just need assistance with using their PCs. End users will frequently ask our help desk for assistance with configuring desktop and software settings, installing printer drivers, mapping network drives, and locating files or folders.

Our help desk personnel will assist end users with their computer-related questions by asking them the right questions and remotely connecting to the end user's PC to perform the repair.

Courtesy's RAM Help Desk professionals assist remote office users or traveling employees with their everyday computing problems. The help desk professional connects to the end user's machine via a secured internet or dial-up connection, and takes control of the client's machine. Once connected, the help desk professional can perform the necessary task just as if sitting in front of the end user's PC. This eliminates the need for expensive on-site service calls and travel charges, which further delay the repair.

With our 24x7x265 Help Desk, end users always have a help desk professional by their sides, no matter what problem or question they have. Our RAM help desk professionals can save time by simply and efficiently assisting a network of PC users nation-wide.

Our services provide optional assistance with systems consulting, disaster recovery planning, application evaluation, security audits, installations, deployment, administration and reporting.

Our services help your IT staff save valuable time, and company revenues by not having to hire additional IT staff.

Revello  
Amalfi Coast  
Italy

email: [info@courtesycomputers.com](mailto:info@courtesycomputers.com) web: [www.courtesycomputers.com](http://www.courtesycomputers.com)  
6700 Griffin Rd. Davie, FL 33314 phone: 954-321-8605 fax: 954-321-8606

