



BDNET WATCHMAN™ IT@HAND

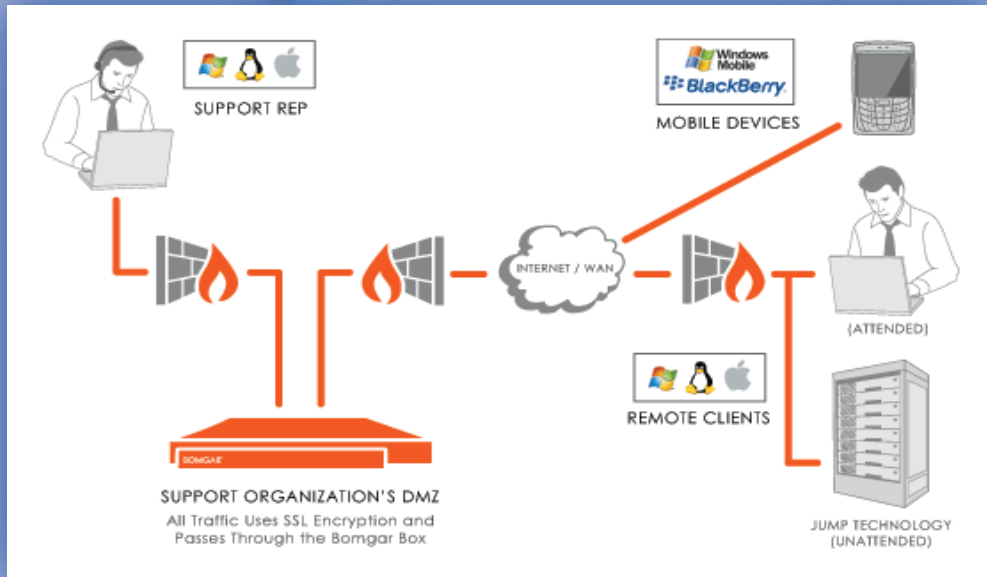
www.bdnetwork.com



BDNet Watchman™ IT@Hand is a software tool (powered by Bomgar™) that enables remote service of PCs, servers and mobile devices. So wherever you may be when a problem arises, a BDNet Engineer can access your system, and then diagnose and correct IT troubles. Simply put, **IT@Hand™** allows us to work as if we were right there at your side. That means fast, effective response, with fewer on-site visits, all without sacrificing service or security.

With BDNet Watchman™ IT@Hand installed on your network, BDNet's support team can now respond faster, resolve problems more quickly! All while sharing knowledge and keeping everyone informed of what's happening!

Note: No pre-installed software is required. Access is only granted with your permission. And **IT@Hand™** only runs for the duration of the support session. Once finished, it completely uninstalls, leaving no footprint on your system.



- Fast, Effective IT Support!**
- ▶ Click-to-chat
 - ▶ Application and screen sharing
 - ▶ File transfers for patches and updates
 - ▶ Remote access to network devices
 - ▶ Multi-session capability for complex troubles
 - ▶ Activity reports and record of service history

- Whenever. Wherever. On virtually any system!**
- ▶ Immediate diagnosis of IT troubles
 - ▶ 100% secure IT support
 - ▶ Collaborative implementation of fixes
 - ▶ Decreased number of on-site visits
 - ▶ Centralized help-desk for multiple office locations