



## V-NET Workstation –Virtual Support of Your Workstations



Workstation downtime – a nightmare for any user of desktops and laptops -- even PDA devices. VMT provides organizations a full range of services to keep your users productive and happy.

V-NET™ Workstation (WS) is an advanced workstation service that puts our technicians in touch with your users – virtually. V-NET WS provides quicker, more reliable service to maintain productivity at its highest.

Virtual Management Technologies (VMT) is a managed services provider that uses sophisticated remote management technology to reach users at their desk or on the road. A user with a workstation issue simply calls or emails our Help Desk and a technician reaches out through a VPN connection to the user remotely to resolve the issue.

V-NET is our comprehensive service for managing an organizations computer infrastructure. It begins with the central systems such as servers, operating systems, network, security and remote access. V-NET WS extends this service by providing advanced desktop management support to help ensure users have maximum productivity both at the office and working remotely. V-NET WS includes:



- Use of remote access software to help users with problems/issues
- Help Desk (email contact and telephone contact)
- Day-to-day remote operational trouble shooting
- Virus scan and spam filtering
- eMail performance at desktop/laptop
- Troubleshooting common hardware issues
- Coordinating and tracking OS and security updates
- Inventory and asset tracking
- Backup of desktop/laptop data not being stored on a central server
- Onsite support for users with critical outage problems resulting from hardware failure or new system imaging. This level of service is provided on an as needed basis.

### Benefits of V-NET WS

Remote management of your desktops and laptops provides the following business benefits:

- Quicker, more timely response to user workstations problems
- Cost effective solution for managing day-to-day support
- Proactive management of desktops using industry best practices
- Improved environmental controls of entire user base



To learn more about how V-NET WS services can help your organization improve user productivity and provide a more stable work environment, please call 770-751-1110 ext 111. Or, visit our web site at [www.VMTech.net](http://www.VMTech.net).