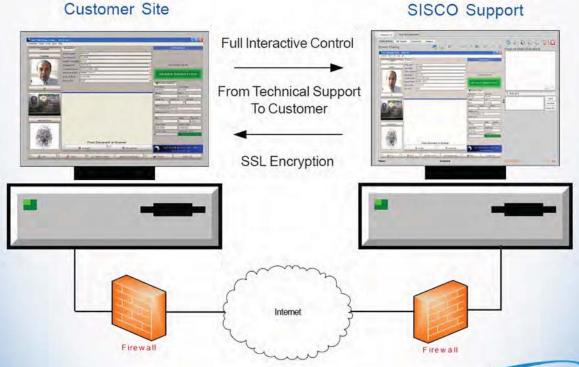# SISCO's ON-LINE SUPPORT (SOS)

Security Identification Systems Corporation (SISCO), the leader in Identity Management provides the highest level of customer service with the implementation of new remote support technology. Due to the nature of the security industry it is critical that problems be addressed in a timely manner. SISCO's On-line Support (SOS) provides interactive support sessions in seconds. Our clients simply click on a link provided by our technician to obtain live support. This connection allows the SISCO support technician full control of the client's **FAST-PASS®** or **A-PASS®** system to perform troubleshooting and problem resolution. Issues are solved 75% faster on the first contact, providing a superior level of customer service for our clients.

- Interactive live support sessions with qualified technician
- Full remote control of client's **FAST-PASS®** or **A-PASS®** system for efficient problem resolution
- Complete transcript of session activity and detailed audit trail
- No need to set up VPN connections
- No need to change Firewall rules on the customers site
- 265-bit AES SSL encryption guards against outside attack
- Client software runs only for the duration of the support session

## How SISCO's Remote Support Works

Customer Site                                          SISCO Support



Full Interactive Control

From Technical Support
To Customer

SSL Encryption

Internet

Firewall                                                    Firewall

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