



The CareTaker

Real Time, Real People, Customer care

**You know what it takes to
provide your customers with
good care taking.**

**You know because
You have been there.**

**The problem is
good customer care
is a one to one relationship
and you can only talk to one
customer at a time.**

Computer Breakthrough, Inc.

101 Blanchard Road, Cambridge, MA 02138 (617) 354-7303



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You need to be able to take your good customer care practices and replicate them to meet the care needs of all of your customers.

And what about the nature of customer care problems? Not all problems are as critical as others.

And yet if it's a problem for your customers, it's a problem for you.

Not only do you need to be able to replicate your customer care, you also need to be able to delegate your customer care problems so that you can focus on the priorities that demand your personal attention.

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That's where the CareTaker comes in.

**With the CareTaker
you are able to provide all
your customers with your vision
of good customer care with real people
in real time.**

**The CareTaker help desk service
enables you to replicate your quality of
customer care and delegate problems to the
CareTaker according to your priorities.**

**With the CareTaker you can
save time, money and
all your customer relationships.**

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The CareTaker provides you with:

- ◆ Articulation of Your Customer Care Criteria.
- ◆ Prioritization of Your Customer Care Issues and Problems.
- ◆ Replication of Your Customer Care Capabilities.
- ◆ Delegation of Your Customer's Care Needs According to your Focus.
- ◆ Observation of Your Customer Care Success Through Reporting.

Let The CareTaker be your Partner in
Customer Care Success.

Contact us today and we can have a
representative talk to you in detail.

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The CareTaker is a Managed service with three components

- ◆ **Help Desk** – A qualified team of technical professionals guides you and your staff through your problems. Whether it is helping with an application or particular functions in Microsoft Word or Excel we get the issues solved with care.
- ◆ **Remote Monitoring** – Our remote monitoring software allows us to securely monitor the health of your computers and servers. When situations are beyond normal parameters, a warning is sent to one of our caretakers. Remote monitoring is a proactive tool that saves you time, money and increases your productivity.
- ◆ **Remote Control** – With remote control technology our online caretakers repair and resolve problems without being onsite. Instead of waiting hours or days, issues can now be resolved in minutes, often before they occur.

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Engagement Information

1. Size of Company

- a. Annual Sales Volume_____
- b. Number of Employees....._____
- c. Number of Executive Officers....._____
- d. Number of Locations....._____
- e. Approximate Number of File Servers....._____
- f. Approximate amount of data to be backed up..._____

2. What is your primary area of concern for your business?

3. What is your current IT consideration?

4. Engagement Date Information

- a. Date: _____
- b. Time: _____
- c. Location: _____

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