SIM2K® FixIT

Remote Support 24/7

S IM2K® FixIT enables our Network Technicians to establish a connection to any computer and control it remotely to diagnose and trouble-shoot problems without needing the user's presence at the device. This becomes especially important if we need access after work hours or weekends – with FixIT we can be "on the job" even if you aren't. This greatly speeds our ability to make that first assessment of problems, and in many instances, the ability to fix it on the spot.

While many other companies may tout remote accessibility, SIM2K FixIT is unique in that we can access your computer directly without asking you to be present to accept a password or act as our "hands" to point, click and scroll as the technician attempts to deduce the problem only by what he sees. FixIT permits our Network Technician to take control of the affected PC just like it is on his own desk and troubleshoot. It can access the PC through firewalls and other protocols so we can get to you when other programs can't.   We can even reboot a computer or re-start it in "safe mode" to work on the problem, all remotely.

Yet, SIM2K FixIT complies with the highest security standards. Our connection utilizes completely secured data channels featuring 1024-bit RSA key exchange and 256-bit AES session encoding – fancy talk but essential to maintaining security. This way, your computer and network are safe from any possible malware infection that might be carried by an internet connection. It establishes a true one-to-one connection, not something being shared across a network for hackers to detect and sniff out sensitive data.

SIM2K FixIT is offered as part of our SIM2K® Serenity comprehensive support package or as a stand-alone product offering. Please contact SIM2K for more information about SIM2K FixIT and all our SIM2K Support solutions.

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