



# COMET Professional Services

## Technology Support



### ► Have Technology Support Needs?

*According to TechSoup.org, nonprofit organizations with more than ten or 15 computers should probably have a full- or part-time system administrator for regular maintenance needs.*

However, budgets are challenging for nonprofits, and precious dollars are needed for direct program salaries, not for technology support. So, often there is no one to keep up with current security threats, perform cleanup and maintenance, help keep devices up-to-date and plan for the future. Inattention to these areas can be very costly.

So consider outsourced technology support. Your technology support provider should be a partner, eager to hear your needs, understand your culture and to provide experienced advice to maximize the value of your technology budget.

### ► Why COMET Technical Support?

- ✓ **Specialized:** We know our customer base and their challenges. Dedicated to optimized use of the COMET system, our expertise has been honed in the support of our software over the past decade.
- ✓ **No Subcontractors:** We have staff from our COMET support team providing these services.
- ✓ **Quality:** Our support professionals have real-world experience
- ✓ **Clear Communications:** We keep tech jargon to a minimum and enjoy making sure your team understands their technology.
- ✓ **Remote Support:** Remote network access saves money and improves response time.
- ✓ **Time Tracking and Detailed Billing:** COMET tracks time and activity details for you to understand value - and often learn and improve your processes.



### ► COMET Tech Support Services

COMET is pleased to offer technology support services for our customers. Outsourcing technology support through COMET allows you to efficiently access these services, only as needed. Our team can help minimize technology-related crises, make sure staff time is not wasted, and advise to avoid wasting money on equipment.

Outsourced technology support services are provided by experienced, fully qualified personnel that can offer support via phone, online and, in some cases, on-site, and include:

1. Technology documentation, strategic systems planning and budgeting guidance, including proof of smart resource allocation, critical to donors and grant makers
2. Assisting customers with questions on COMET software, systems, networks, PCs, bar code scanners and other technology
3. Consulting on performance issues including review of Internet bandwidth and computer speed
4. Consulting on approaches for virus scan, anti-malware, firewall, security and business continuity
5. Consultation and support for computer and device selection based on specific customer requirements and budget
6. Remote support using Zoho Assist

**Interested in more information?**  
Contact [support@comet4children.com](mailto:support@comet4children.com)