

Pro-Active Support System (PASS)

ISWest clients receive our Pro-Active Support System (PASS), a signature service that monitors your high speed connectivity and/or data center colocation, 24 hours a day, 7 days a week. In the rare event an issue arises, our electronic monitoring application and technicians spot the trouble within minutes.



Our Pro-Active Support System (PASS) gives you peace of mind BECAUSE:

- You never have to worry about your Internet service. At ISWest, we have entire departments devoted to helping you during and after the installation process. Our exceptional support gives you the freedom to focus on your business – not your Internet service.
- Any connection troubles are typically fixed before you know about them. If we cannot reach you by telephone or email, we automatically place a trouble ticket to identify the issue and work to resolve the issue immediately.
- In the rare case of a lost connection, you don't call us, we call you. If your high speed connectivity goes down or your server colocation stops serving up web pages, an ISWest technician contacts you within 30 minutes.
- With the ISWest optional *Tell-Me feature*, you and your IT staff can be notified via TEXT, SMS, or eMail of trouble with your service. This notification is sent to you within minutes by our electronic monitoring application.
- Live technicians are always ready to assist you. A real person solves any technical issues that may arise 24 hours a day, 7 days a week 365 days a year. We are renowned for our client support and service
- Our staff thrives on giving you the best possible service. To maximize efficiency, we constantly evolve our Pro-Active Support System (PASS) based on in-house success and the latest technical updates.
- An ISWest technician always gives you a follow-up call. Our staff is committed to making sure your Internet is up-and-running. We even follow up several days later to make sure things are still running smoothly.
- Your satisfaction is guaranteed in writing. ISWest backs your satisfaction with the strongest Service Level Agreements (SLAs) in the industry. The SLA states that we will be up 99.99% of the time. We are so confident in our services, ISWest offers you credit for down time. *

*credit varies depending on your service level agreement.

Testimonials

"Your technical support staff is prompt, knowledgeable and efficient. I just wanted to thank you for making my job easier and also making it a pleasure to work with you."

Lost Canyon Golf Club

"We've been very happy with ISWest's excellent service and willingness to meet our ever-changing needs."

Prudential California Realty

"Your fast, reliable service, knowledgeable and efficient tech support and quality customer service levels are far superior to any other service we have experienced."

Smart Travel Communications

