Technical problems can be frustrating. Contacting Technical Support should not be.

Support Desk:
Hours: Monday - Friday
8:00 AM to 5:00 PM

OK: 918-436-1830
AR: 479-783-6111
Toll Free: 1-800-937-4129
(When you call ask for "Support".)

Email: support@dcrinc.net

Telephone Support:
Our friendly, knowledgeable Support Desk staff will work with you to troubleshoot and resolve your problem. If the problem can not be resolved via telephone, it will be escalated to Support Level II or a Support Engineer for an onsite appointment.

Email Support:
Client's may submit general support requests via email. Our Support Desk staff will contact you for the details of the problem and to perform troubleshooting.

Remote Support:
Using a convenient, secure, remote support tool to connect to your computer we solve problems quickly, saving you time and money. This only occurs with your authorization, protecting you from unapproved access.

Onsite Support:
Our onsite support is available as needed or through regularly scheduled visits.

DIVERSIFIED COMPUTER RESOURCES

Diversified Computer Resources, Inc. (DCR) designs, implements, and supports computer networks. We are the experts in local networks, multi-location networks, and cloud based solutions. As an authorized reseller or business partner with the technology industry's leading manufacturers, our solutions are designed using products specifically created for a small or medium sized businesses.

DCR delivers high quality, industry standard network infrastructure and security solutions within your budget, and based on your specific requirements and desires. While working closely with you, we can take on the role of your IT department or work with your in-house IT staff to guarantee all technology needs are met, managed, and secure.

DCR is experienced in providing solutions for a wide spectrum of industries; including local government, HIPPA regulated entities, banking and financial institutions, accounting firms, the energy sector, manufacturing, service professionals, and wholesalers. Our highly trained and well experienced staff embodies our core values while delivering personal customer service that is second to none; making them our greatest asset.

Experience the DCR Difference!

DIVERSIFIED COMPUTER RESOURCES

Experience the DCR Difference!

Follow us:

Experience the **DCR** Difference!

Backup Monitoring:

- Verify backups are working properly
- Address Issues
- Verify backup software is up-to date
- Report of backup status or issues addressed provided.

Restore Verification:

- Confirm data can be restored
- Address Issues
- Report restore status or issues addressed provided.

Proactive Device Monitoring:

- Monitor servers, computers, Internet service, websites, and other networks devices daily.
- Identify potential problems before they become critical.

Security Software Check:

- Review Anti-Virus/Spyware console and reports to confirm protection is current.
- Machines not current or that exhibit infections are reviewed and corrective action is taken as determined by the client.
- Summary of security software status and work performed is provided.

Router/Firewall Device Monitoring:

- Review device status, logs, and reports for errors or issues.
- Firmware & system updates needed for security are downloaded and installed as necessary.
- Summary of work performed & security status is provided.

Preventative Maintenance Cleaning:

- Ensures servers and workstations are maintained.
- Internal components are dusted to avoid overheating or static charge.
- Inspected for visible wear and damage

Server Health Check:

- Backup check and restore test.
- Anti-Virus/Spyware software checked for latest updates.
- Verify that scans are scheduled and running.
- Operating system service pack level is verified, critical updates installed, and event logs reviewed for errors.
- Hardware sweep performed to review drive utilization and RAM installed.

Bundle Support Agreements

Coverage:

- Hours that **never expire**.
- Reduced hourly rate.
- Convenience of phone, email, remote or onsite support.

- **Telephone and Remote Support**: Billed in 5 minute increments.
- **Onsite Support**: Minimum one-hour charge and billed in 15 minute increments after the first hour.
- **After Hours and Weekend**: Billed at the appropriate overtime rate.

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