

Upcoming Web-based Presentations will help get your technicians up-to-speed faster!

You've seen the SWRemote system and its features, but before you make the decision, you want to have it all in front of you. You want to know how this system is going to help your organization, what you need to get started, and of course, how much this is going to cost you.

We've set up a web-based demonstration for the SWRemote System. We've put together a quick slide show showing some of the benefits of the system, pricing information, and what you need to get started. We'll walk you through the application and end the presentation with a 'question and answer' session with our support team and a current SWRemote customer.

Our web demonstration is designed to be hassle free. Simply contact us to be invited and we'll send you a link to register. You'll then receive an email with the link for the presentation and a phone number to call for the conference. We've set the schedules on these events to generally coincide with lunch-time across the continent - so login, turn on your speaker phone and grab your lunch.

We're looking forward to speaking with all our prospective clients during these events, so please feel free to call our support line or check the website for the latest scheduled web presentations. If you have any questions or if you would like to schedule a more convenient presentation time.



This SWRemote Mobile Device with Barcode Reader is paired with a 6700 series wireless phone. We also recommend the 6800 series phones with all of SWRemote's current software and peripherals.

Q & A with Reimer Heating & Air Conditioning

How does SWRemote help your organization?

SWRemote allows my call center operators to provide better customer service by spending more time on the phone with the customer. They can be patient and get all the details of the job, not feel rushed to get the service technicians dispatched.

The service technician's benefit from being able to build and present invoices right on site, authorize and take credit card payments. The service technicians can complete a job before they leave and can move right on to the next job. The device also automates

their time card, so they don't have to keep track of it themselves.

What do you like most about SWRemote?

I like the way the SWRemote System takes the stress of my call center operators. By having access to all the job information they need, my service technicians don't need to rely so much on my call center operators.

- Karen Jones - Reimer Heating & Air Conditioning

Notable Quotes: "SWRemote Mobile Technician enables our office to be much more efficient. The device makes our tech's more self-sufficient, removing the reliance on our dispatchers." - Paul Stefano: Dan King One Hour Air Conditioning and Heating

SWRemote Software Updates

We received some feedback requesting that we offer advance notice of software updates. You may have noticed that the last few updated versions of the SWRemote Mobile Technician software have been prefaced by an email notifications.

These emails are now being sent in advance of planned releases and will provide a summary of changes/updates and when the updates will be deployed and made available to SWRemote users.

I keep seeing the name "Algonquin Studios" - Who are they and what do they have to do with SWRemote?

Algonquin Studios is a Buffalo based IT, consulting and software development company and the parent company of SWRemote. SWRemote is actively designed, developed and supported by the SWRemote division of Algonquin Studios.

So don't be alarmed if you get an SWRemote related phone call with the name 'Algonquin Studios' on the caller ID... we can assure you that most of us have outgrown prank phone calls.

Tell me more about this Invoices Anywhere service!

Why reinvent the wheel when it already exists? This plug-in billing service allows us to establish a separate account for each of our customers, issue invoices to that account to be paid immediately using auto-payment information. As an Invoices Anywhere account holder, you're able to review your entire billing history and print copies of issued invoices as needed.

Invoices Anywhere is also a division of Algonquin

Studios. If you like the concept of Invoices Anywhere and would like to use it for your company's billing needs, please contact Joe Schmucker at 716-842-1439 or visit <https://www.invoicesanywhere.com>.

Recently updated training videos on SWRemote.com

We spoke with some of our users about the SWRemote user guide... Is it easy to follow? Does it make sense? What would you change?

The response was quite positive with the exception of one. The explanation was simply put as "I'd rather wait and watch the movie than read the book". We couldn't argue (...or agree more).

So, you'll notice that we have recently taken the user guide index and turned each line item into it's own multimedia clip that you can learn from visually! We're also pleased to find that this has turned into a great sales tool for us as well! If you haven't seen them yet, we suggest that you check them out!

SWRemote.com > Hover over "Support" (activating the drop-down menu) > Select "Training Videos".

If your technicians are experiencing any usability issues with the software, we definitely suggest reviewing these training videos!

SWRemote is constantly evolving to meet the needs of our customers!

Even after the completion of our Mobile Technician beta test, SWRemote is still evolving to both take advantage of new available technology and meet the growing needs of our users.

This is your system! If you have an idea how we can make SWRemote a better product for everyone, we'd be very interested in hearing your ideas for additional functions and features - please email us at support@swremote.com