

# IT Response Chooses LiveRepair.com as a Supplier of IT Support, Web and Software Development Solutions

LiveRepair.com's DevTeam division redesigned the company Web site and fully integrated the support service with the online payment processing system and the TekOffice helpdesk suite

THORNWOOD, N.Y. – Sept. 27 (SEND2PRESS NEWSWIRE) – IT Response ([www.itresponse-uk.com](http://www.itresponse-uk.com)) launches a UK-wide online computer support service for home and business computer users. Striving to provide computer users with high quality online repair and affordable remote helpdesk services regardless of location, IT Response was looking for a long-term, reliable partner who would provide affordable technical assistance. LiveRepair.com was chosen for its high-quality, yet cost-effective and flexible, technical support solutions – TekOffice as a reliable support platform and TekSource as a proven outsourcing solution.



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The 24x7 remote PC repair service from IT Response is primarily aimed at home and SOHO (small office / home office) computer users who need ongoing computer assistance yet reluctant to call an onsite technician on every occasion. With IT Response, computer users get their own "virtual computer

administrator” for their PCs for a flat annual or monthly fee that covers any number of computer-related questions they might have during the subscription period.

The LiveSource program from IT Response offers flexible IT support and helpdesk solutions to IT companies in the UK and is aimed at businesses willing to outsource IT support side of their business to professionals. The industry is currently working on cutting onsite repair costs and covering the emerging market of low-price remote computer support solutions. The multi-tier architecture of the TekOffice support platform allows building custom-tailored solutions for companies of any size. Powered by TekOffice, IT Response uses advanced technology solutions aimed to provide in-depth diagnostics and quick problem resolution, using the Internet as the main channel. “With high quality remote helpdesk support solutions from LiveRepair.com, through the integration of innovative support technologies, our dream to provide unprecedented remote support services to customers globally has finally become a reality,” comments Dan K. Jatau, CEO and Director of Technical Operations of IT Response.

In addition to developing TekOffice, LiveRepair.com’s highly professional DevTeam built custom support solutions for over 100 companies worldwide. DevTeam redesigned IT Response’s Web site by changing both its graphic elements and functionality. The PayPal ([www.paypal.co.uk](http://www.paypal.co.uk)) online credit card processing system was seamlessly integrated with the site and the TekOffice suite. “We make our online support easily accessible for customers,” points out Larry Sheremetyev, Director of Business Development, Marketing and Sales at LiveRepair.com. “Our helpdesk solutions can be integrated with any online payment system to enable instant service and true 24x7 support for service providers and their customers.” At IT Response, it takes less than two minutes after the first visit to the company Web site until a person can get access to the actual support service.

Impressed with the quality of DevTeam’s development work, IT Response not only decided to use LiveRepair.com for all its in-house Web and software development needs, but now brings cost-effective and reliable IT solutions from LiveRepair.com to UK companies. “Working with DevTeam, IT Response is assured that any project – from developing a simple Web site to building a complex e-commerce system – can be completed within tight budgets and always exceeding customer expectations,” concludes Dan K. Jatau.

#### **About LiveRepair.com ([www.liverepair.com](http://www.liverepair.com))**

LiveRepair.com, founded in 1999, provides cost-effective 24x7 PC technical support and maintenance services online for individual users and enterprises, licenses its remote support software on a leased basis to IT companies and departments, as well as offers outsourced software development and Web design services to businesses worldwide. Combining proprietary automated remote PC diagnostic software with high-quality technical support from experienced support experts, LiveRepair.com offers round-the-clock service at affordable prices. LiveRepair.com pays special attention to the needs of small office/home office users (SOHO), small- and medium-sized enterprises (SMEs).

The outsourced support service, TekSource, is available on a private-label basis to companies that have IT support needs. The TekOffice remote support suite is available for use on ASP basis as well.

**About IT Response** ([www.itresponse-uk.com](http://www.itresponse-uk.com))

IT Response is a provider of the full range of IT services – IT support and helpdesk services, Web and software development, search engine optimization and more – for companies of all sizes – from a start-up company or well established industry leader – and home PC users. Founded in April 2003, IT Response is a privately owned company based in the suburb of Nottinghamshire, UK.

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