

Computer Services

- Computer, network, and printer setup and troubleshooting
- E-mail and other software integration/maintenance
 - Maintenance for Microsoft Exchange Server, Google Gmail, and other third-party mail servers
 - Provide support for Microsoft Outlook, Windows Live Mail, Mozilla Thunderbird and various other email clients including mobile devices
 - Setup and troubleshooting for business and productivity software such as Intuit QuickBooks and Microsoft Office, various antivirus software, and data backup and recovery software
- Software Development (Including Web pages)
 - Develop customized desktop and web applications based on business needs (e.g. customer management, reservation system, online shopping cart)
 - Use Microsoft .NET technology with C# and Visual Basic programming languages, and Microsoft SQL Server for database
 - Use Crystal Reports and ActiveReports to generate customized reports

On-site Support

Support during Business Hours*: Same day, two hour response time, on-site within four hours

Support outside of Business Hours**: Depending on situation, same day support

two hour response time, on-site within four hours

* Business Hours: Monday – Friday 09:00-18:00

** Includes Weekend and Holidays

Contacting Technical Support

Visual Systems, Inc. (Office):	(808) 922-8827	info@visualhawaii.com
Seizo Hayashi (Support Lead):	(808) 351-5166	seizo@visualhawaii.com
Steven Oyakawa (Support Staff):	(808) 255-7621	steven@visualhawaii.com
Takashi Endo (Support Staff):	(808) 397-8476	takashi@visualhawaii.com

GoToAssist URL: <http://www.fastsupport.com>