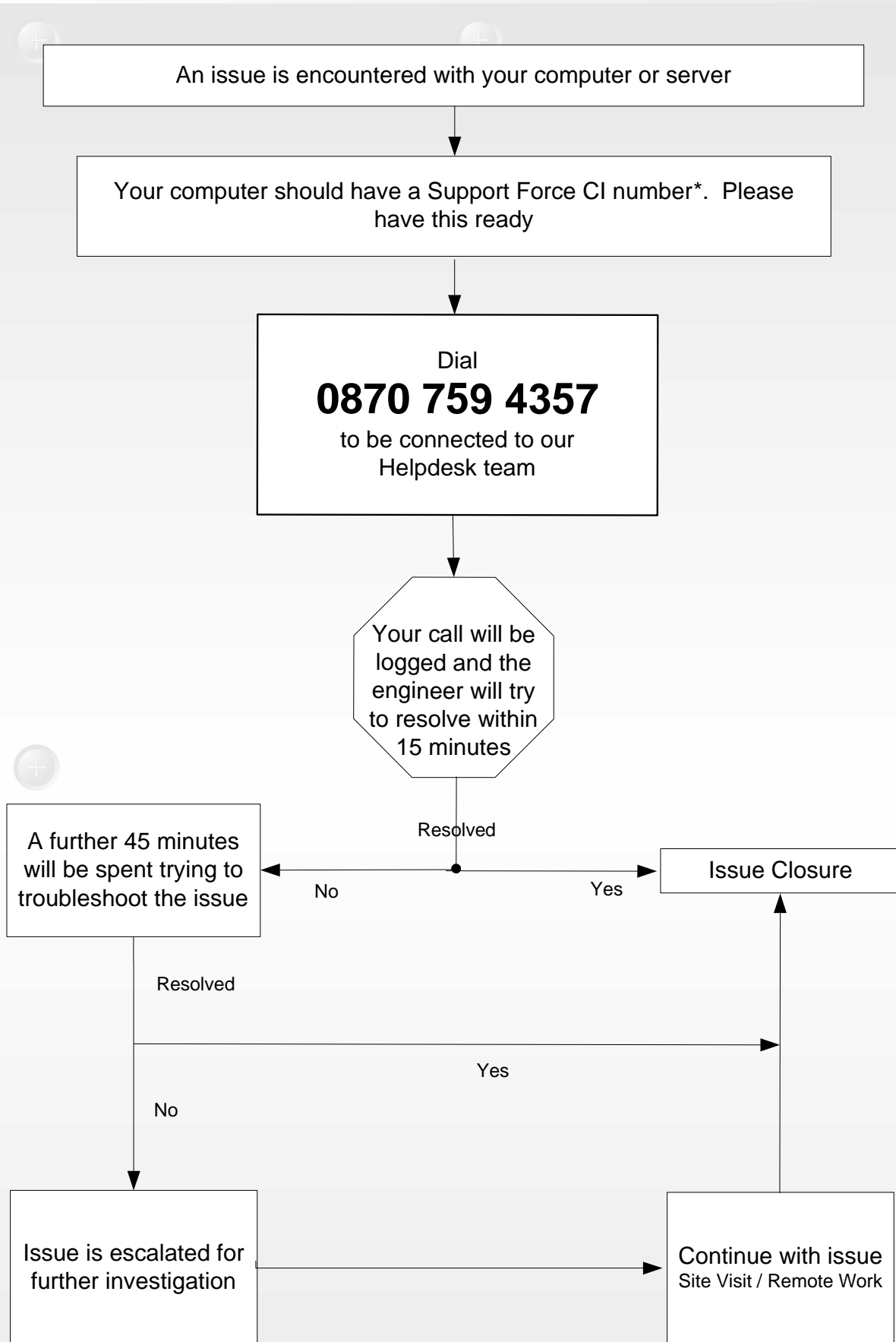


# THE HELPDESK - HOW IT WORKS



\* Following our audit a CI Number is placed on your computers/servers. It helps us identify the machine we are dealing with as well as keep an accurate history of events.