XPERTECHS Announces New XperCARE Service Portal

New portal tool will provide 24/7 online access to XperCARE customers

Ellicott City, Maryland – June 23, 2010 - XPERTECHS announced today the launch of its new service portal for all XperCARE customers. This new tool is exclusive to its XperCARE services and will offer clients a full on-line view of their technology support services.

The company's XperCARE Support Desk service has already rolled out the online portal to XperCARE Premium Plus customer and will expand access to all of its managed services clients by the end of summer. "This portal and its great tools provide our customers what they need to quick submit requests, contact our engineers, and track ticket progress" said Thomas Lang, XPERTECHS Senior Systems Engineer.

"Bottom line – it's fast, efficient, and always available, even when our office is closed' noted Justin Maffey, XPERTECHS Support Specialist. XPERTECHS is encouraging all its clients to make use of this tool and its many features as access is provided. A few of the many features customers can expect include the following:

- Quick-Click Support Link: Customers will have quick-click access to create, update, and submit service requests.

- Online Status Updates and Tracking: Online access to each ticket created will provide the ability to update the status and details when required. Customer can search for a service request and respond directly to an XPERTECH engineer through the portal.

- Project Management Dashboard: Customers will have online access to their project plan to see on-going activity as well as have the ability to update any information required by the XperCARE team.

- Hardware Inventory Listing: Customers with managed workstations (PC/Laptops) and managed servers will have the ability to download hardware profiles for inventory purposes.

- User Profile Maintenance: Customer Account Managers (and supervisors) will have the ability to update their users' information and status through the portal.

XPERTECHS management anticipates that the new service portal will become a primary tool in deliverying its managed services. XPERTECHS will continue to grow and develop further customer portal tools in the coming months to enhance its XperCARE experience.

On July 23, 2010 at 10:30 A.M. (Eastern), XPERTECHS will broadcast an online webinar for all customers and interested parties to demonstrate its new portal functions and features. Participants can register for this session at http://www.xpertechs.com/support.

About XPERTECHS

XPERTECHS is a leading Convergent Technology company offering a full range of services including **Microsoft and Novell network solutions, LAN and WAN connectivity, Proactive IT Managed Services (XperCARE), IP Telephony, Internet Connectivity, and Training.** Our focus is on delivering high quality Networking, Voice Messaging, IP Telephony and Internet Solutions that are critical to solving information needs of our clients. Our philosophy is built on the desire to focus on our select group of clients and deliver the best customer service available through our certified (CNE/MCSE/CNTE) engineers.

XPERTECHS provides Installation and Support of networks, servers, workstations, firewalls, routers, switches and IP phone systems. The company provides on-site and remote support through our XperCARE Managed Services offering.

Give us your computer problems and "Xperience the Difference"