

BrightSupport

**24x7 Help Desk Services for all BrightArchive Modules +
Specialized Support for Mobile Device Networks**

Comprehensive Help Desk and Consulting Services from BrightSupport

CRC offers comprehensive, 24x7 help desk services for all BrightArchive components, including BrightSource, BrightArchive, BrightReports, and BrightSend. Mobile device network support packages are also available.

When you leave systems like archiving, messaging and mobile communications to us, your IT resources can concentrate on other core needs.

BrightSupport is change management made easy. Our specialists keep your system operations and upgrades running smoothly. Support engineers are available 24x7 by phone, IM and e-mail for end-user support, with live training sessions available on request.



CHARLES RIVER
COMMUNICATIONS

A valued vendor in the financial community since 1978.

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Service Package Highlights

BrightArchive End-User Help Desk Services

- Account setup
- Exception management setup
- Search and retrieval options
- Report configurations
- Training

BrightArchive Advanced Technical Support and Consulting

- Application integration
- Customization and development of new features
- System training
- Import configurations
- Extract configurations

Mobile Device End-User Help Desk Services

- User setup and connectivity and remote device configuration
- Mobile device troubleshooting for Blackberry, Treo, and Motorola Q products
- Application support for mobile trading and financial data platforms including: eSpeed Wireless, Bloomberg Anywhere, Quotestream Wireless, Reuters Wireless Systems

Mobile Device Network Advanced Technical Support and Consulting

- Network architecture and implementation
- Hardware and software provisioning and maintenance
- Application customization, integration and monitoring