

# eConcierge Frequently Asked Questions



## Why eConcierge?

- Assists remote workers to become more efficient while working at home.
- Takes care of remote workers' home workspace needs.
- Supports workforce retention initiatives.
- Helps corporations win the war for talent.
- Enhances job satisfaction.
- Contributes to nonstandard benefits, which are desired by 82% of millennials.

## What services are covered under eConcierge?

- Internet Connectivity (LAN and WAN)
  - *eConcierge will contact your Internet Service Provider (ISP) for you*
- Modem/Router Replacement
- Address Wi-Fi Coverage and Strength
- Install/Repair Network Cabling
- Monitor and/or Printer Installation
- Home Office Equipment Relocation
- Minor Electrical
  - *Move/replace electrical outlets*
- Corporate Equipment Replacement
  - *We will coordinate with your IT department to deliver replacement equipment*

## **Does eConcierge replace my corporate IT department?**

- No. eConcierge assists your corporate IT department by working with them to address issues that can not be resolved virtually and require hands on, in person attention.

## **When is the eConcierge team available and how do I connect with them?**

- Your eConcierge team is available 7am – 7pm Monday – Friday, excluding holidays.
  - *Extended service hours are available if selected by your employer's selection of service level.*
- Instant and convenient contact via the Near Future eConcierge app.
  - *Instructions to download and set up the app are included in the introductory email sent to your company email.*

## **How will I know what time the technician will arrive?**

- Communication and location tracking is available via the eConcierge app.

## **Are there health and safety guidelines that the technician will follow?**

- Yes, the eConcierge techs follow all health and safety protocols including but not limited to face masks, shoe covers, gloves, etc.

## **Is there a monthly cost for the eConcierge app?**

- No, you will not be billed for the app.

## **Are additional services available?**

- The following additional services are available, upon request, at a discounted rate to the employee:
  - *Security Systems Installation and Monitoring*
  - *Surveillance Camera Installation*
  - *Media Room Installation*
  - *Whole Home Audio Systems*

## **How can I get eConcierge service if my employer is not signed up?**

- Please request service from your corporate HR department by email and cc us at [info@nearfuture.biz](mailto:info@nearfuture.biz).