

Uninterrupted IT Support



**SOC 2
TYPE II
CERTIFIED**



Introduction

Netter Real Estate is a highly regarded and established name in the Long Island real estate community. Under James Netter's leadership, personal management, sales expertise, and comprehensive training, the agency has earned its reputation as one of the top privately owned firms on the island. Netter Real Estate is committed to delivering outstanding service to all their clients, whether first-time homebuyers, current homeowners looking to upgrade or downsize, or individuals seeking vacation homes out of state.

Challenge

Downtime is not an option as many real estate transactions involve tight deadlines and reliable communication. Superior helpdesk support is vital as it ensures that agents and staff can quickly resolve technical issues, minimizing downtime and maintaining productivity. For Netter Real Estate, it's important to have:

- Proactive maintenance and 24/7 support to minimize disruptions
- Friendly and knowledgeable IT support to navigate and manage its technology needs
- Timely assistance with IT issues such as network connectivity and hardware problems, allowing real estate agents to focus on their core tasks

Our Approach

Sourcepass takes pride in providing superior helpdesk support through 24/7 availability, personalized service, and proactive monitoring to prevent issues before they arise. Its support team provides rapid response to ensure clients remain secure and productive.

Because of this approach, Sourcepass has been able to provide reliable and effective assistance to Netter Real Estate tailored to its unique IT needs.

Solution

Sourcepass has served as Netter Real Estate's IT provider for several years and has provided them with:

- ✓ 24/7 Availability & Proactive Monitoring
- ✓ Effective Support with Friendly, Knowledgeable Staff
- ✓ Peace of mind knowing that IT issues will be resolved quickly

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The helpdesk at Sourcepass is great. Their staff is friendly and very responsive, always helping us when we need it.

- Kristina Furtado-Netter, President

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Conclusion

An effective helpdesk helps minimize downtime, ensure reliable communication, support mobile work, protect sensitive data, enhance productivity, and boost confidence, ultimately enabling clients to operate efficiently.

With the help of Sourcepass and its support team, Netter Real Estate doesn't have to worry about IT issues disrupting its operations.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit www.sourcepass.com.