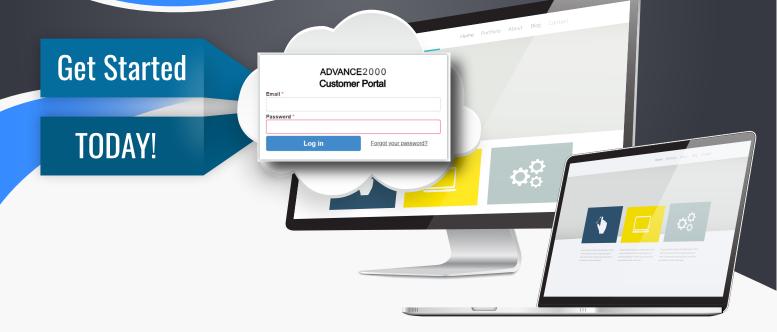# ADVANCE2000

OUR NEW

MY CUSTOMER PORTAL

WAS DESIGNED FOR YOU.

The customer portal is our way to be 100% transparent with our clients. We've highlighted some top features of our new portal, the benefits you can tap into and access to full visibility of your environment when partnering with us.

Get Started

TODAY!

ADVANCE2000
Customer Portal

Email *

Password *

Log in   Forgot your password?

For more information, contact us today

📱 800.238.2621   ✉️ info@advance2000.com   🌐 www.advance2000.com

ADVANCE2000

HELP DESK FUNCTIONALITY

- Allows users to initiate service requests
- Allows users to view open & closed requests
     * Portal Administrators & Power Users can see all opened requests
- Allows users to provide feedback on closed requests
- Review feedback history
     *Only for Portal Administrators & Power Users

PAYMENTS

- Portal allows Portal Administrators & Accounting Managers to inform, through a promise to pay notification, as to the status on open invoices (Check, ACH Confirmation Number, Wire Confirmation Number)
- Review payment history
- Review invoices and invoice details

COMPUTE

- Allows Portal Administrators & Power Users to get a complete view of entire IT infrastructure and environment
- Ability to auto-provision & remove users
- Auto-provision a new VDI (in BETA, will be available soon)
- View machine utilization
- Future capability: Track productivity per user

MY OFFICES

AN EXTREMELY POWERFUL TOOL THAT ENABLES YOU TO ALLOCATE COSTS PER OFFICE.

- Allows for Portal Administrators & Accounting Managers to manage the entire IT environment and track by location and by user, allowing for cost analysis capabilities
- Review costs by location
- Restructure costs by location
- Allocate cost based on offices
- Future capability: will be based on projects and people's costs

MY SERVICES

- Review current service plan
- Review block plan balance
- Portal Administrator & Accounting Managers to review block plan hour usage in detail

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