



Carbonless Support

Efficient Support that is Environmentally Friendly

For more information, please visit us online.

<http://www.rsupport.com>



Microsoft
GOLD CERTIFIED
Partner



Carbonless Support

Carbonless Support is a Unique trademark of RSUPPORT.

RSUPPORT participates in and supports the Green Development which is the alternative solution to environmental problems.

Korea is also not entirely free from the international regulations of the Various Environmental Conventions such as UNFCCC(UN Framework Convention on Climate Change).

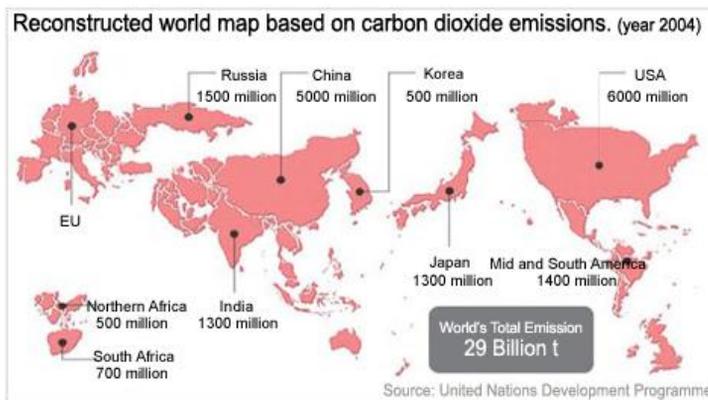
You can easily offer premium customer support and achieve business sales without leaving a large carbon footprint, simply by using RSUPPORT's Carbonless Support Products.



Go Green with Rsupport

**Just choosing Rsupport
You can save our Planet**

Using RSUPPORT's Carbonless Support Products allows you to offer premium customer support and improve your sales while at the same time, seeing a significant cost savings.



Based on our market research, your individual CO2 emissions could be reduced by as much as 4,620 kg per person with a cost savings of more than \$18,000 per sales/support representative.

Note: Numbers based on the vehicle footprint chart on page 4 and the support/sales cost chart on page 5

Assist your customers anytime, anywhere while reducing your overall impact on the environment.

With RSUPPORT you can improve your work environment as well. Reduce business travel and easily sell and support online. You can meet customers, promote your products and resolve customer's problems wherever you are directly through the web. What kind of positive impact does RSUPPORT have on the environment while having a 70% market share of the remote support industry in Japan and Korea?

Reduce pollution caused by using fossil fuels, with RSUPPORT's Carbonless Support products!

Reduce your carbon emissions with RSUPPORT's products instead of traveling by plane or car.

As a business we all have a responsibility to play a role in environmental issues and reduce our carbon footprint. Place RSUPPORT's 'Carbonless Support' logo on your website and marketing material to show you are taking an active step in fighting global climate change.

Many business trips and sales meetings not only cost your company money but also have a cost on the environment. About 1.87 tons of CO2 gas is emitted for a single sales representative travelling from Korea to Germany on business.

How much CO2 gas can be reduced by using online support and sales tools?

About 1.87 tons of CO2 gas is emitted for a single sales representative travelling from London to Los Angeles on business.

About 0.85 tons of CO2 gas is emitted for 2 employees travelling from Washington DC to Miami for a business presentation.

About 38.54 tons of CO2 gas is emitted if 12 employees is travelling from Seoul to London for a sales meeting.

Although sales and support tasks occupy a very important part of the business, we should pay more attention to the environmental impact these things have on our planet.

Most have experienced unnecessary meetings or business trips at one time or another. Unnecessary meetings and business trips such as giving a simple presentation, resolving a simple problem or taking a quick look at a customer's computer are taking up more than 33% of our time.

How can we reduce the unnecessary travel time and environmental impact caused by these meetings?

Fortunately, RSUPPORT has developed technological solutions that allow you to accomplish remote sales and customer support calls via the Internet. Broadband Internet enables us to achieve nearly the same results of traditional travel without incurring all of the economical or environmental costs.

Let's assume a sales person is traveling from city to city finding new customers. He/she might spend more than 2 hours moving from location to location just for a 1 hour presentation. His/Her productivity could double, or even triple if he/she was able to present instantly to prospective customers over the Internet; as well as the obvious environmental savings of doing remote support and remote presentations. Offering internal remote support to different branches of a corporation also has its benefits.

Consider for a moment how many support and presentation tasks you could replace with online ones; eliminating the need for face-to-face meetings.

RSUPPORT's Carbonless Support has an instant impact on your carbon footprint

Besides contributing to resolve environmental problems, there are many other benefits such as cutting travel costs. These reduced costs and savings could be used for other things such as investing into other projects as well as increasing employee productivity. Business trips utilize the employees valuable time and cause them to spend less time with their families. A recent survey showed around 20% of sales/support people wish they could reduce the number of business trips they take to better balance their work and personal life; along with helping the environment. Reducing the number of business trips can improve a sales reps overall quality of life and productivity, while at the same time relieving some environmental problems.

How to reduce business trips?	Confirm if a business trip is necessary.
	Invest in online support and sales tools and have employees make full use of them.
	Make the use of online support and sales tools your company policy and give your employees training on how to use them and why they should use it.

Of course, online support and presentation tools cannot be a perfect alternative to face-to-face meetings. Sometimes meeting in person is necessary, however we should try and reduce these trips as much as possible.

Carbonless Support Product Line-Up

RSUPPORT's Carbonless Support product line-up include RemoteHelp, RemoteCall, RemoteSales, and RemoteView. The features for each product are listed below. Check which tool is appropriate for your business. You can see more details at <http://www.rsupport.com>.

1. RemoteCall

A remote support tool optimized for single support representatives who need to support multiple end users through the Internet. Quickly and easily connect with remote customers right through their web browser.

2. RemoteHelp

A virtual web-based help desk for call centers and corporate support teams. RemoteHelp allows you to handle a large number of incoming support requests and distribute them to an appropriate support representative. RemoteHelp includes an automatic support distribution and queue system.

3. RemoteSales

An online sales tool for remotely showing your desktop to potential customers, clients, or colleagues anytime, anywhere! Easily connect using our web-based viewer application.

4. RemoteView

A personal remote access tool for accessing your computers from any location with an Internet connection. Access your home or office PC anytime, anywhere.

CO2 Reduction Effect of Carbonless Support

Most people only consider the effect of driving a car when they think of the related CO2 emissions and air pollution.

We usually don't consider the CO2 generated by fuel processing, manufacturing thousands of vehicle parts, assembling the parts etc.

The environmental impact of a car consists of more than 33% manufacturing process, 7% waste disposal and 60% driving. Besides these factors, think about how the vehicle manufacturing workers commute to work.

We have to focus on the fact that one products stands out when looking at effects on the climate.

Every service of RSUPPORT is based on SaaS and Clouding computing. RSUPPORT provides Enterprises with Green IT Technology to reduce the use of physical space and energy consumption by implementing new software solutions through an online infrastructure.

Although there is a wide range of sources of CO2 gas, let's just take a look at the carbon footprint of vehicles, because most of us are familiar with CO2 emitted from cars. Vehicle related carbon emissions can be divided into a running footprint and a manufacture footprint. The details are below.

Carbon dioxide emission of worldwide major automobile companies. year 2006

Company Name	CO2 Emissions	Number of Output	CO2 Emissions per one Car
PEUGEOT	623,263	3,356,859	0.19
FIATGROUP	529,600	2,320,007	0.23
MITSUBISHI	334,000	1,313,076	0.25
MAZDA	439,000	1,285,325	0.34
HYUNDAI	1,759,000	2,670,410	0.66
HONDAK	3,041,000	3,633,813	0.84
TOYOTA	7,120,000	8,093,163	0.88
BMW	1,280,639	1,366,838	0.94
VW	6,130,000	5,684,603	1.08
FORD	6,800,000	5,696,057	1.19

Source: hen.kr

	CO2	Description
Running Footprint	4,400 kg/year	CO2 emission, current EU standard 186 g/km 50 km/day (24,000 km a year)
Manufacture Footprint	220 kg/year	CO2 emission to manufacture 0.66 ton/car 3 year depreciation 0.22 ton/year

If you use RSUPPORT's Carbonless Support products, you could be saving 4,620 kg of carbon by reducing your time spent driving.

Economical Effect of Carbonless Support

Comparing with traditional means of sales and support, carbonless support can improve an enterprise's economic standing as well as reduce its CO2 emissions. The difference can be more than \$18,000 per employee a year!

	Daily Consumption	Description
Distance	100 km / day	50 km roundtrip
Running Footprint	186 g / km	EU CO2 Emission Standard
Fuel Cost	\$11.00 / day	\$0.88 per liter (mileage 8 km/liter)
Car Depreciation	\$10.00 / day (avg.)	Price of car new \$25,000 (3 year depreciation)
Manufacture Footprint	0.66 ton / car	CO2 emissions to manufacture the car
Labor Cost	\$125.00 / day (20 days a month)	Salary \$30,000 a year 5 hours a day per support (3 hours travel, 2 hours work)
Parking Fee	\$3.00 / 2 hours	\$1.50 / hour

Based on the above calculations for a routine sales/support call, a remote support/presentation tool could bring a cost savings of \$1,500.00 per employee per month. Which in turn becomes more than \$18,000 per year in savings.

	Traditional Support (5 hours worked)		Remote Support (2 hours worked)		Savings	
	Monthly	Yearly	Monthly	Yearly	Monthly	Yearly
Fuel Cost	\$341.00	\$4,092.00	-	-	\$341.00	\$4,092.00
Labor Cost (for hours worked)	\$1,562.50	\$18,750.00	\$625.00	\$7,500.00	\$937.50	\$11,250.00
Car Depreciation	\$310.00	\$3,720.00	-	-	\$310.00	\$3,720.00
Parking Fee	\$60.00	\$720.00	-	-	\$60.00	\$720.00
Remote Support Service Cost	-	-	\$100.00	\$1,200.00	-\$100.00	-\$1,200.00
Total	\$2,273.50	\$27,282.00	\$725.00	\$8,700.00	\$1,548.50	\$18,582.00

Conclusion

Korea was ranked 10th in generating CO2 emission and is a likely candidate for greenhouse gas reduction in 2013. Reduction of greenhouse gas is a voluntary obligation for both individuals and businesses.

Besides considering the environmental problems caused by unnecessary business trips, a reduction in the number of these trips can increase employee productivity and overall happiness as well as bringing a cost savings to the company.

RSUPPORT can help your company contribute to the Green Development, slow down global climate change and improve the environment.

 **RSUPPORT** *Wherever possible*

For more information about RSUPPORT, please visit <http://www.rsupport.com>

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