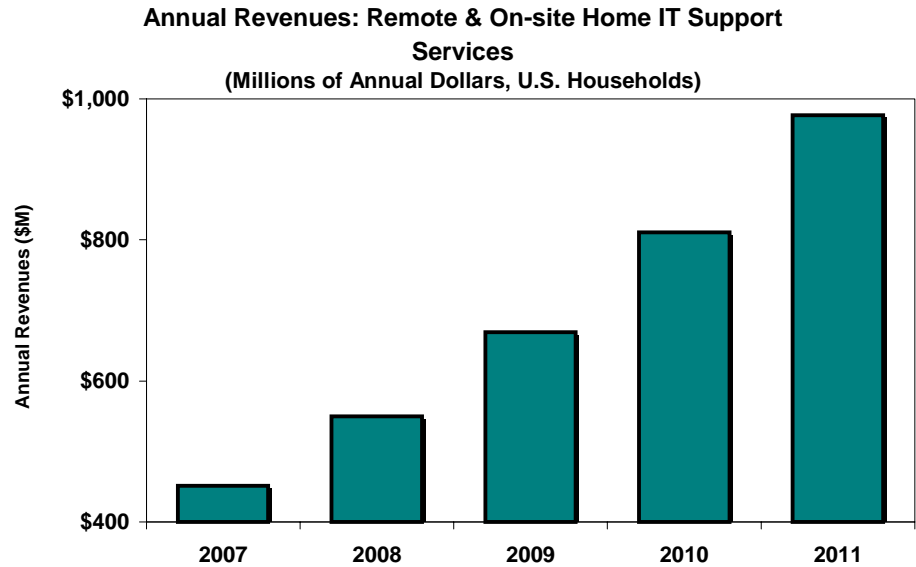


Synopsis **Annual Revenues: Remote and On-site Home IT Support**

This report provides both consumer and industry insight on the drivers for digital home support solutions. It profiles more than 40 companies in the digital home support value chain, and provides more than 60 primary consumer data points. The report provides U.S. forecasts for digital home support services, including remote and on-site troubleshooting and in-home PC installation and set-up through 2011.



Source: Digital Home Services: Carriers, Retailers, and the Consumer © 2007 Parks Associates

Publish Date: Jun 07

“Consumers have been very consistent in expressing both their frustration with the complexity of today’s digital home products and services and their willingness to seek professional assistance to solve these issues,” said Kurt Scherf, Parks Associates’ vice president and principal analyst. “We view the customer service and support area as not just a critical challenge for retailers, manufacturers, and service providers to overcome, but also a significant revenue generating opportunity for forward-thinking companies.”

Contents

The Bottom Line is a concise, executive-level summary of the current state of the market, evolutionary path, and the implications for companies doing business in this space.

A Parks Associates’ Resource Book contains a wealth of consumer survey data and company profiles—a must-have reference for product/market planning.

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Geek Squad
HiWired
Netopia (Motorola)
PlumChoice
SingleClick Systems
support.com
Tech24
Help Desk Remote Support Solutions
BOMGAR™ (Formerly NetworkStreaming)
In-Store/On-site Tech Support (National)
Best Buy
ctrlcenter™ (OfficeMax)
DigitalPlumbers (U.K.)
EasyTech (Staples)
Firedog (Circuit City)
TechPro (CompUSA)
In-Store/On-site Tech Support (Regional/Local)
GeeksOnCall
GeeksOnTime
OnForce
Carrier Provisioning/Management/Help Desk Solutions
2Wire Inc.
Friendly Technologies
Motive Inc.
Netopia Inc. (Motorola)
Nokia Siemens Networks
Peak8 Solutions
SupportSoft
Diagnostics/Dashboards
GoldenRAM
inPC-IT (U.K.)
Microsoft (Windows Live™ OneCare™)
Trend Micro Inc.
Residential Gateway Solutions
2Wire Inc.
Ashley Laurent (Cisco Systems)
Jungo Software Technologies (NDS Ltd.)
Texas Instruments
Home Network/Consumer Electronics Management Solutions
Friendly Technologies
Enure Networks
Gteko (Microsoft)
Nexort Corp.
Pure Networks
Sereniti Inc.
Home Network Management/Security Hardware
Bsecure Technologies
Pie
Wireless Home Network Configuration Software
Affinegy LLC
McAfee Inc.
SingleClick Systems

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Geek Squad Remote Support Solutions
HiWired Solutions
Netopia (Motorola) Solutions
PlumChoice Services
SingleClick Systems Online Solutions
Support.com Services
Tech24 Services
BOMGAR Solutions
Best Buy Services Overview
ctrlcenter Overview
DigitalPlumbers Overview
EasyTech Overview
Firedog (Circuit City) Overview
TechPro (CompUSA) Overview
GeeksOnCall Overview
GeeksOnTime Overview
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2Wire Solutions
Friendly Technologies Carrier Provisioning and Management Solutions
Motive Solutions
Netopia (Motorola) Solutions
Nokia Siemens Networks Solutions
Peak8 Solutions Overview
SupportSoft Solutions

GoldenRAM Overview
inPC-IT Overview
Microsoft WindowsLive™ OneCare™ Overview
Trend Micro Overview: HouseCall
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Pure Networks Overview
Sereniti Overview
Bsecure Overview
Pie Overview
Affinegy Products
McAfee Product Profile
SingleClick Systems Solutions

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