

Holding your hand with Webex

Have you ever wished that Shire could be right there next to you when you have a query or problem? Wish granted thanks to Webex!



Just ask

With Webex software, we can now interact directly with Shire system users live over the Internet.

With your permission, Shire technical personnel can view or take control of your application, or entire desktop, providing hands-on guidance and help to pin point and resolve your system problems faster and with much less hassle for you.

With Webex, we can initiate online sessions to demonstrate how to do something within Shire software or diagnose and fix a problem you may be experiencing. We can swiftly and easily transfer any needed files, remedial patches and analysis tools directly to your desktop.

It's easy

Webex uses a standard web browser and self-installing plug-in, so there's no need to pre-install or configure additional software. It's so easy.

It's got no geographical limits

Geographical limitations no longer exist when issues crop up. Wherever you are on the Internet, the Shire team can be by your side.

It's secure

Webex is one of the services provided by Cisco, the global leader in networking and main architect of the Internet itself.

Shire and Webex are committed to maintaining your security. Webex's services have earned Web Trust and SAS70 certification. These certifications are awarded for trustworthy e-commerce and secured controls and safeguards. Data sent over the Internet using Webex is encrypted using 128-bit SSL, the standard encryption used by e-commerce sites on the web.

No worries!

Cisco
webex

