

Live Chat Service

Live Chat service will enable UAEU community to get rapid support online and for users who prefer to express themselves better through online chat, rather than by sending an email or making a phone call. It's easy! The user can find this service using internet browser like (Internet Explorer, Firefox, or Safari on a Mac) or by using your iPad, iPhone, Android phone and others.



15,000

**Support Requests
via Emails**

End-user PC Strategy

We continue to refresh PCs every four to five years, based on processing requirements, providing community with higher-performing desktops to enhance their productivity. To maximize productivity benefits, we are deploying PCs with Intel® Core™ vPro™ processors. We are coupling PC refresh with a major initiative to deploy Microsoft Windows 7 enterprise-wide. We delivered the OS to about 95% of administrative units in 2011-2012, and our goal is to complete the deployment to the whole community by the end of 2012.