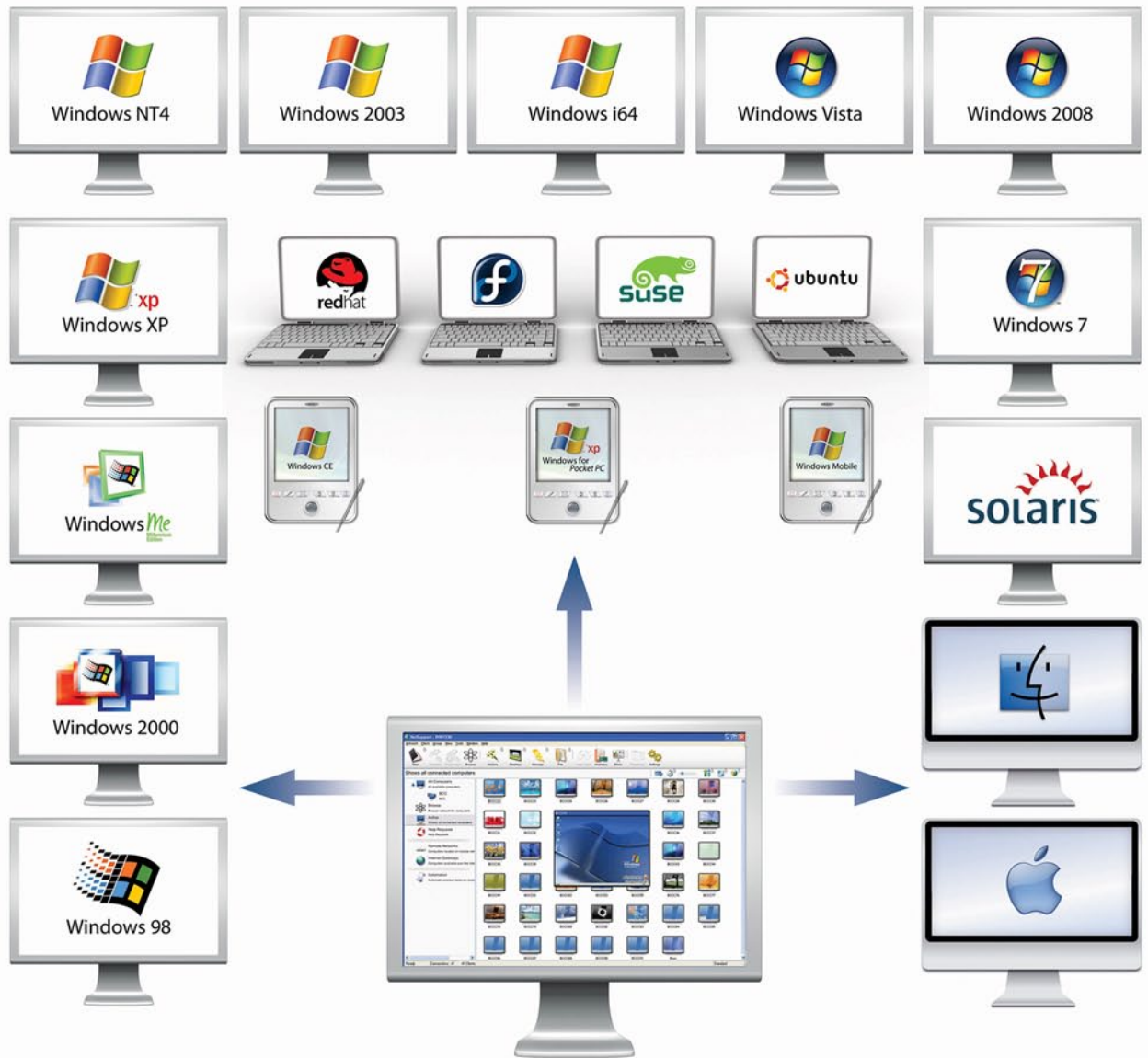


# TOTAL REMOTE CONTROL



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Remote control software products have existed for over 20 years and were first introduced with the advent of DOS-based computers. Initially considered as a tool exclusively for use by the largest of enterprises or as a high-end technology solution, increasingly remote control tools are now recognized as being far more the mainstream and in fact are a required tool in the arsenal of system management solutions available to any busy IT Manager.

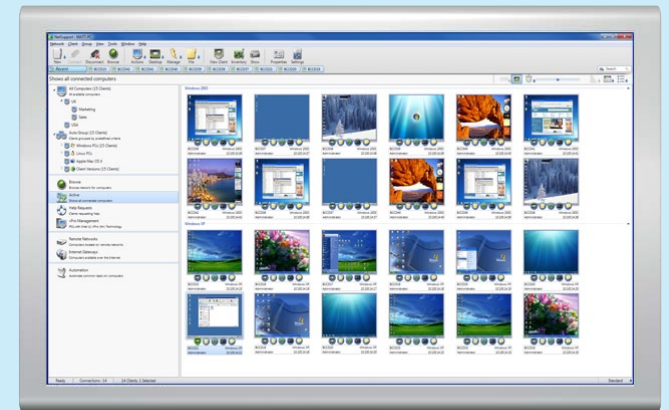
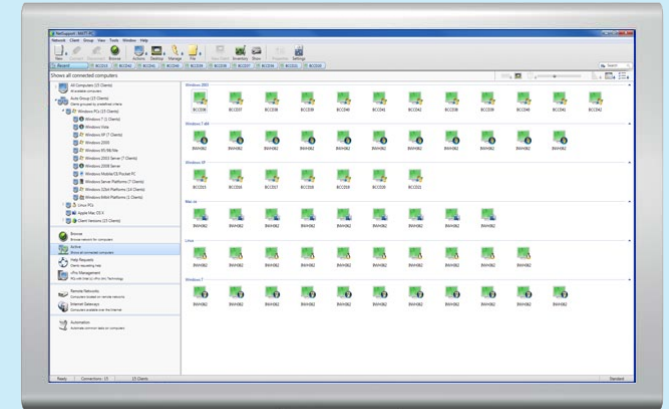
The label of remote control implies, correctly, that the solution will provide the ability for an operator to remotely connect to, view and interact with a PC that is in a different location. That is all well and good but of course as the complexity and diversity of systems has evolved, remote control tools have also had to evolve to ensure that a single technology solution can manage and negotiate a wide range of platforms and environments.

## A single source for control

NetSupport Manager provides a single operator console that delivers a unified approach to the connectivity and management of multi-platform computers across a LAN, WAN or the Internet, delivering a secure, stable and the fastest possible level of remote support.

Naturally, all of the key elements one would expect from a remote control solution are catered for – screen control, recording of screens, the ability to interact with keyboard and mouse, transfer files, log activity to a central point, chat, message and interact with the user. Those features may well be taken for granted, but what makes NetSupport Manager unique is the range of supporting tools that are provided to ensure maximum efficiency and, most importantly of all, the minimum level of system downtime and lost user productivity as support issues are being addressed.

When you first experience NetSupport Manager, you will notice that the product presents real-time visual thumbnails of all connected computers. This is a unique feature within NetSupport Manager that ensures an operator, from a single viewpoint, is able to identify all activity across the environment and pinpoint where assistance is needed. Naturally at any point a user can request assistance, which would automatically be flagged on the operator's machine to ensure they get prompt and speedy attention.



# TOTAL REMOTE CONTROL

Whilst it is essential to be able to see a computer screen and user activity, in the process of problem resolution there are far more essential tools that are required to support this process. Within NetSupport Manager, a technician can quickly and easily view and remotely edit the registry of the remote computer without any interaction with or interruption to the desktop user, and can open a remote command prompt to review at DOS level any system configuration.

## Digging a bit deeper

On the fly, NetSupport Manager can also perform a detailed hardware and software inventory. This functionality is presented as a complementary level to traditional asset management solutions. In essence, while an asset management solution will effectively report the hardware and software configuration of a PC at last scan, NetSupport Manager provides the ability to gather a real-time status report of the computer and is able to go one step further and report - again in real-time - what applications, processes and services are running. Security credentials permitting, the operator can also interact with these, for example, stop and restart critical services on the desktop computer.

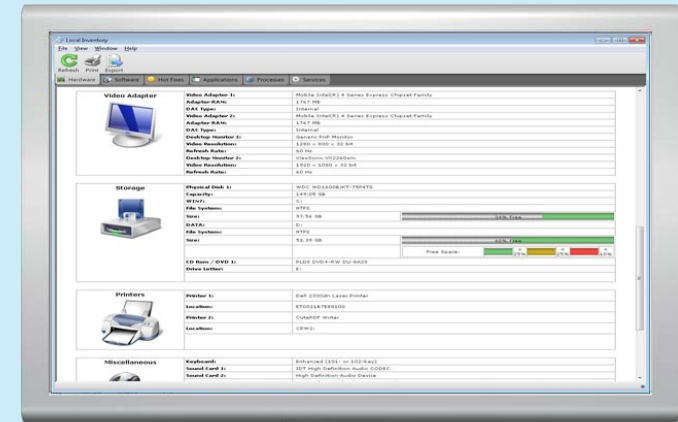
Often of course, a computer requires maintenance out of hours when we can ensure minimal interruption to user activity. With that in mind, NetSupport Manager also delivers a range of complementary tools that allow remote hands-on access, including the ability to remotely power on and off a computer, remotely log in to a computer, as well as a powerful scripting and scheduling suite enabling routine tasks to be automated and run at pre-defined intervals.

## Seamless management of updates

Simple tasks like transferring files from Machine A to B are of course catered for much as they are in most mainstream remote control solutions. NetSupport Manager again goes one step further by offering file distribution, the ability to transfer a file from one PC to any number of selected computers in a single action; providing a perfect tool for quick system updates or configuration changes.

## Without boundaries

As you would expect with a solution designed to work across different types of network topology, NetSupport Manager also includes as standard its unique Gateway technology.



# TOTAL REMOTE CONTROL

This allows for secure connection between different sites over the Internet, guaranteeing that all machines requiring support can be located and connected to seamlessly, and ensuring that all data transmitted across the network, local or remote, carries the highest levels of security and encryption.

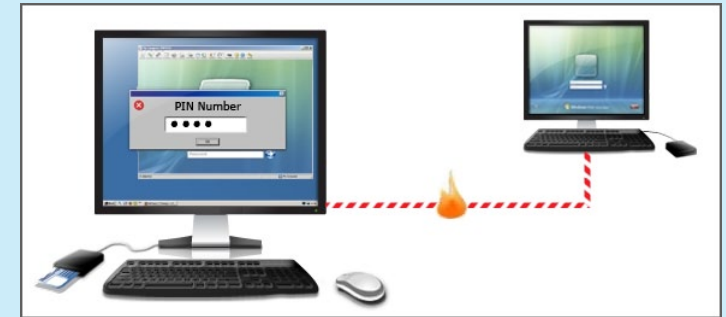
## Ultimate security controls

To further the security controls within NetSupport Manager, a solution that has been recognized and adopted by leading financial and military organizations across the globe, NetSupport Manager builds on four level encryption standards, with support for Smart Card encryption, remote login support, central logging of all connectivity and actions, the ability to create a remote video of each remote control session (which can be stored and replayed back as part of an integral audit trail) and full integration with Active Directory. AD integration ensures not only control of which domain users have the rights to use the product and perform connectivity to desktop PCs, but also that the configuration of the technology on each desktop PC is always maintained to ensure full and maximum security at all times.

## Multi-platform technology

NetSupport Manager also provides capabilities for inter-company training across departments, allowing an operator to transmit their screen to one or many selected computers and provide real-time visual instruction on how to use certain applications, again with the ability to take a recording that can be used for subsequent training. NetSupport Manager is a fully multi-platform technology, allowing support not just from a Windows PC, but also from a Windows mobile or Pocket PC device, ensuring no matter where a technician or IT Manager may be located, they will always have immediate access back to their critical systems, servers and desktop users when required.

NetSupport technology is currently installed on over 8.5 million systems worldwide and is consistently recognized as Best in Breed for secure, high performance, corporate remote control. The technology can be downloaded and evaluated for free for 30 days with a fully functioning trial copy and we have absolute confidence that within minutes of use, you will see the benefits of and the differences between remote control and NetSupport Manager remote control.



# FEEDBACK

" Exhaustive documentation, many useful integrated features with an advanced gateway feature for PCs located behind a firewall. "

PC Magazine.

" As a support package, NetSupport Manager looks to have all the angles. It offers a comprehensive range of tools, with the majority neatly integrated into a single, intuitive interface. "

PC Pro Labs Winner.

" NSM is feature rich and easy to use. I would highly recommend it if you're looking for a comprehensive and capable remote management solution. "

Redmond: Most Valuable Product.

" NetSupport Manager wins the SC Magazine - 'Recommended' Award in the Remote Management group test against 11 competing products. "

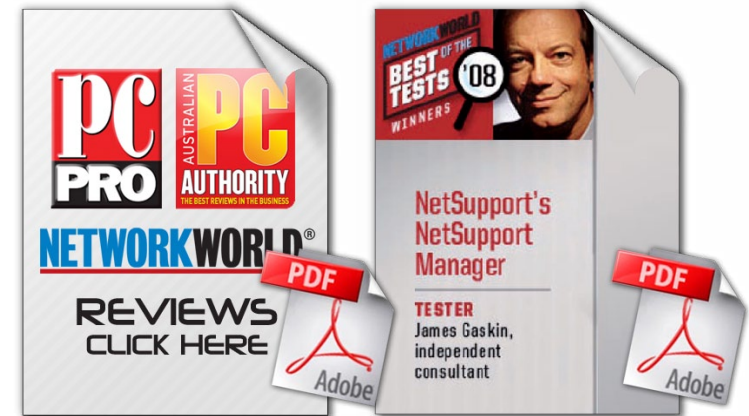
SC Magazine Recommended.

" Due to the many tests that we have done to NetSupport Manager and consistent user ratings, we awarded your product with the GTDownload '5 Stars Award'. "

GTDownload.

" NetSupport Manager allows us to remotely connect to and support users at remote locations easily and quickly. Also distribute files to multiple locations using File Transfer.....allows remote support for all of our store locations. "

John Jones, MIS Manager, Wilson Farms.



## A selection of our recent awards:



# CUSTOMERS



“We cannot imagine our support operations without NetSupport Manager. The ease of installation, deployment and use are its strongest suit.....Our security team loves the Active Directory integration which saves them the time and energy of managing a separate security suite. And I love it since all of that translates into huge management dollar savings.”

Shaival Hora, Director of IT, Park Water.