Netop

Netop Remote Control

PORTLAND
Oregon

BIRKERØD
Denmark

BUCHAREST
Romania

SHANGHAI
China

CHICAGO
Illinois

LANGENTHAL
Switzerland

MANILA
Philippines

Netop

WHO CHOOSES NETOP?

The world's leading companies

50%

Fortune 100

60%

Financial Times Top 100

23%

World Top 100 Retailers

42%

World Top 50 Banks

Netop

WHO CHOOSES NETOP?

The world's leading companies

KEY STRENGTHS

Why should organizations use our solutions?

Consolidation
Reduce onsite visits and lower risk with one secure remote support tool

Collaboration
Decrease service hours and allow multiple Tiers on a box simultaneously

Connectivity
Firewall friendly. Decrease number of onsite visits and reach customers anywhere

Consultant access
Accountability and control for external vendors who access your systems remotely

Live Chat
Instant communication for quickly resolving issues and improving customer satisfaction

Security & Compliance
Grant access appropriately. Adhere to compliance regulations

Superior Performance
Fastest transfer speeds designed for the next-generation of support services

Extended toolset
Use powerful functions besides remote control. Accelerate time to resolution and reduce risk

KEY STRENGTHS

Consolidation:

- Support the full spectrum of users and devices from a single interface
- Windows, Mac and Linux
- Windows CE, Mobile and Symbian
- Remote access from iOS devices
- Ad-hoc support for Windows
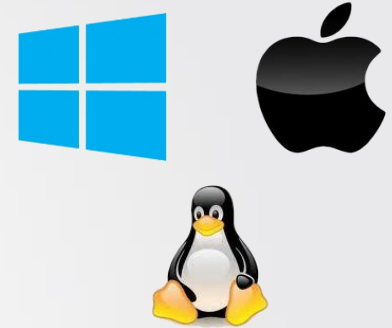
Business Value:

- Reach more customers
- Reduce risk
- Lower support costs
- Improve efficiencies

KEY STRENGTHS

Connectivity:

- Access devices located on LANs, WANs and across the Internet
- Traverse firewalls without opening dedicated ports
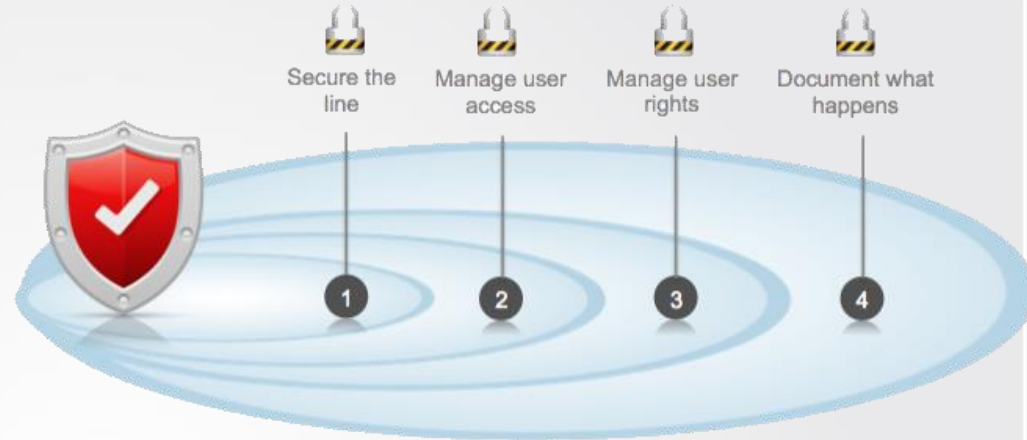- Netop even runs on low bandwidth modems
- Support for complex environments

Business Value:

- Faster resolution times
- Reduce on-site visits
- Reach more customers
- Manage resources more effectively

KEY STRENGTHS

Security & Compliance:

- Manage access rights
- Logging and recording
- Market leading encryption
- Meet compliance regulations (PCI-DSS, HIPAA, FIPS)

Business Value:

- Comply with internal and external regulations
- Strengthen your support services
- Retain customers and win new business
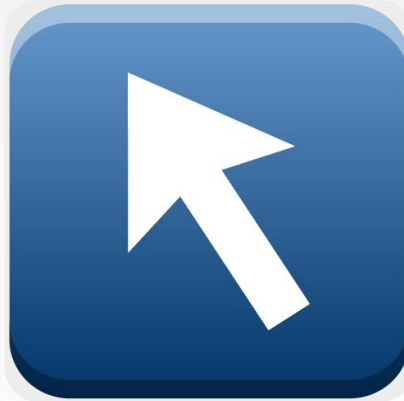- Mitigate data loss, legal and reputational risk

Secure the line — Manage user access — Manage user rights — Document what happens
1 2 3 4

HIPAA DS 484 PA-DSS PCI ISO 27001 FIPS SOX

PRODUCT FAMILY

- Secure remote access and support

Netop Remote Control

- Flagship product
- Classic remote support
- LAN/WAN/Internet
- Attended & unattended
- Client/Server based
- Windows, Linux & Mac

Netop On Demand

- Agent-less remote support
- Attended internet-based
- Temporary application
- No footprint
- Windows only

Netop Mobile & Embedded

- Mobile remote support
- Embedded remote support
- Attended & unattended
- Client/Server based
- Windows Mobile & CE
- Symbian
- Android
- iOS Guest

NETOP REMOTE CONTROL

Full-featured remote control

√ **REMOTE CONTROL**
Real-time, seamless control over an end user's screen, mouse and keyboard.

√ **FILE TRANSFER & SCRIPTING**
Full-featured drag and drop transfer, automated file transfers and inventories with easy scripting

√ **REMOTE MANAGEMENT**
Manage services, command prompts, registry events, software & hardware information

√ **SECURE ACCESS**
Multi-factor authentication, customizable security parameters and complete session recording

√ **SECURE TUNNELING**
Quickly establish and on demand tunnel into devices and execute the apps and programs of your choice

√ **LOGGING**
Complete screen recording, log over 100 events, manage logs centrally, at the client or at the supporter

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NETOP REMOTE CONTROL

A flexible connectivity solution

Guest

Allows workers to remotely access and support any machine running a Host module

Host

Allows a target machine to be remotely supported by any computer running the Guest module

Security Server

Provides centralized security management and logging

WebConnect / Portal

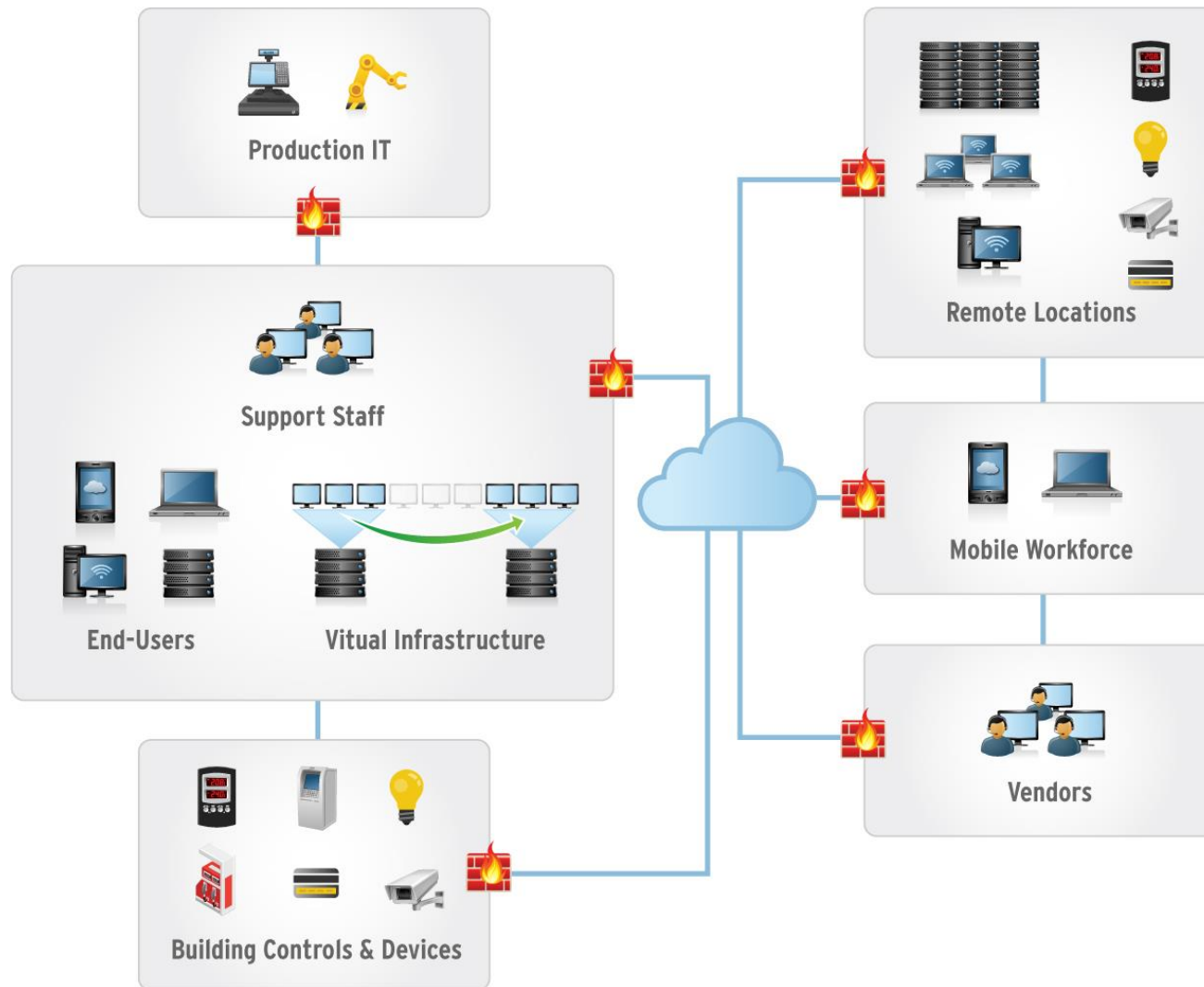Connects Netop components through unmanaged networks and firewalls

Gateway

Bridges and routes Netop traffic across different communication protocols and networks

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NETOP REMOTE CONTROL

Flexible, secure access
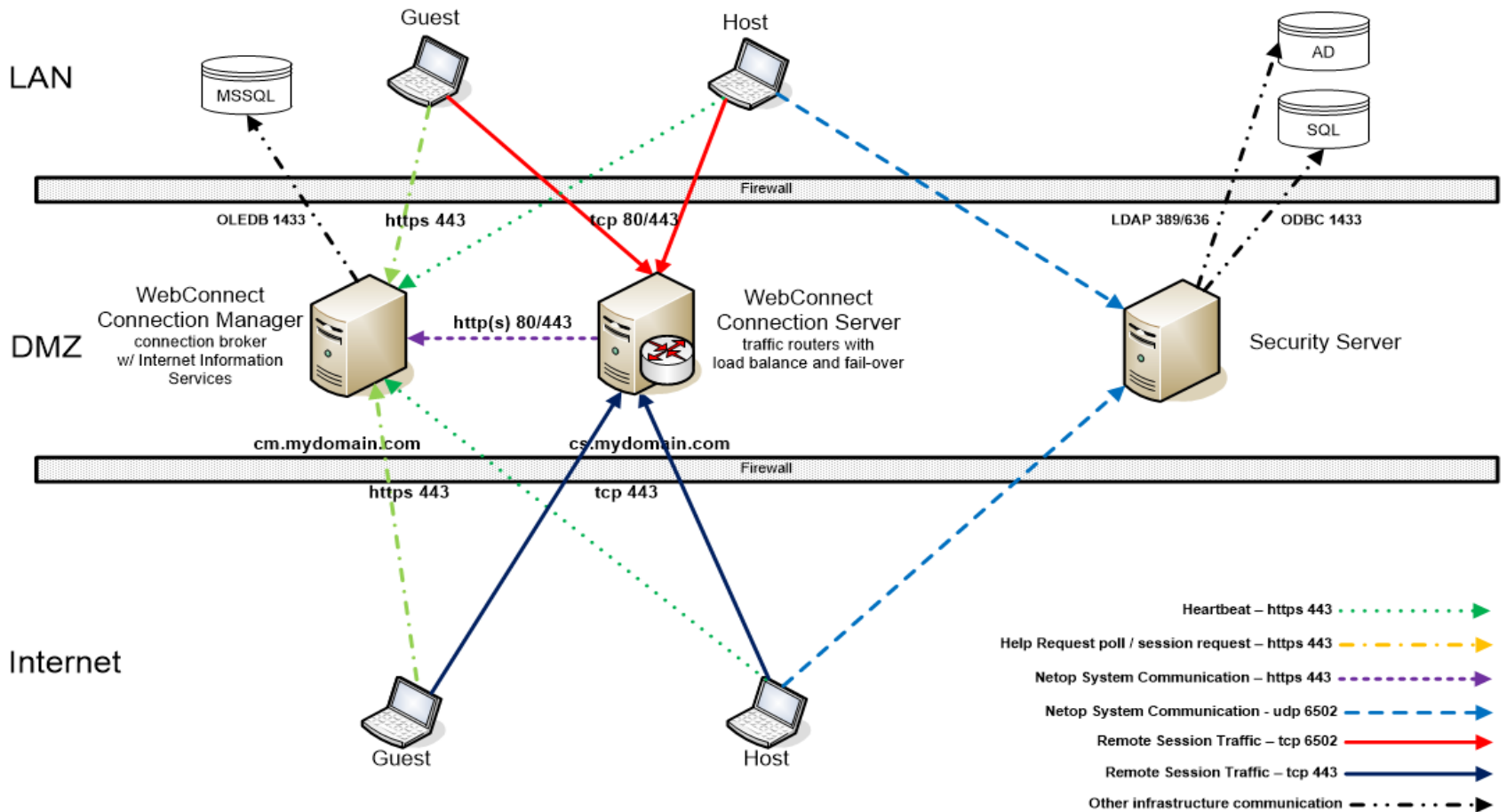
SECURE REMOTE ACCESS

Multi-platform Support:

- Windows: 10, 8, 7, Vista, XP, 98 and Mobile.

- Linux: Ubuntu, RedHat, SUSE and more.

- Mac and iOS.

- Support different systems from a single interface.

- Remote access from mobile devices

Business Value:

- Faster resolution times.

- Reduce onsite visits.

TECHNICAL SUPPORT ESCALATION

REPORT INCIDENTS TO NETOP TECH SUPPORT

Incidents can be reported to Netop Technical Support by accessing the below communication channels :

➢ Visit http://www.netop.com/support/
   Customer is invited to fill in the technical support form with the incident details and submit the form

➢ Email
   Customer is invited to email Technical Support at **casemanager@netop.com.** The email needs to
           include details like: incident description; product name and version; operating system version;
detailed   explanation of the incident

➢ LiveChat
   Live Chat button for Netop Remote Control is located on http://www.netop.com/remotesupport.htm

➢ Phone
   Customer is invited to call Technical Support at the following numbers:
    * **(503) 797-6331 or toll-free 866-725-7833 (Americas)**
    * **+45 4590 25 10 (Europe)**

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Technical Support & professional services
Services content and terms

What Professional Services are and what they deliver?	**Professional Services picks up from where Technical Support leaves off.**
	Professional Services means hands-on, personalized training, implementation and deployment, upgrade.
	Netop offers a broad range of packaged professional services that are designed to address specific customer needs.
	Professional services projects are based on statements of work that are developed in close consultation with the customer.
	Professional services can be delivered remotely and/or having the Netop consultant on site.

SLA Section for Professional Services

Netop's Training and Implementation services help customers improve efficiencies, reduce risk, save time and offer a quicker return on investment from your Netop solutions.

Based on our experience of proving secure remote support solutions we have developed various Professional Services Packs, which meet the needs of most common customer environments. Packs can be purchased in multiples and combinations to suit your requirements. Additional services can also be provided for maximum flexibility.

Our list of professional services pack consist of:

- **Enterprise** – Designed for larger enterprise environments that have invested in a combination of our Netop Remote Control. These environments are typically more complex with dispersed support teams and require a number of Netop modules. This offering includes a single training pack and is subject to a maximum of 5 delivery working days.

- **Standard** – Designed for small-to-mid sized organizations who have typically invested in a combination of our Netop remote Control. This offering includes a single Training pack and is subject to a maximum of 3 delivery working days.

- **Upgrade** – Designed for existing customers who need to transition to an updated version of any our Netop Remote Control solutions. This offering includes a single Training Pack and is subject to a maximum of 2 delivery working days.

- **Training** - Designed for new and existing customers who need to provide training services for users and administrators of our Netop Customer Service solutions. The pack is subject to a maximum of 1 delivery working day.

- **Extra -** Additional services available for customers that can be customized and can include focus on specific modules such as Security Server, WebConnect, Gateway, On Demand and Mobile & Embedded. The pack is subject to a maximum of 1 delivery working day.

The Pack can be delivered both remote and on the customer site. If the customer chooses one of our representatives to visit on-site to deliver any of the packs he/she is subject to the coverage of travel expenses associated with it.

At the acquisition of any of the above packs the customer will receive a list of prerequisites he/she needs to complete before delivery. Once completed Netop reserves a time limit of maximum 20 working days to schedule the delivery of professional service to the customer.

Netop Remote Control

- Netop Remote Control Quick Install Guide
  http://kb.netop.com/article.php?id=108
- Netop Remote Control Administrator Guide
  http://kb.netop.com/article.php?id=110
- Netop Remote Control User's Guide
  http://kb.netop.com/article.php?id=109
- Webconnect Installation Guide
  http://kb.netop.com/article.php?id=228
- Netop Security Server Installation Guide
  http://kb.netop.com/article.php?id=402
- Netop Guest quick installation video:
  http://www.netop.com/remote-support/resources/video-tutorials/installing-the-netop-guest.htm
- Netop Host quick installation video:

http://www.netop.com/remote-support/resources/video-tutorials/installing-the-netop-host.htm

- Host deployment:

http://kb.netop.com/article.php?id=253

- Guest deployment:

http://kb.netop.com/article.php?id=378

- Pack'n Deploy:

http://kb.netop.com/article.php?id=253