

NetSupport 24-7

Every organisation, whether large or small, relies on its IT infrastructure to remain efficient and competitive.

In the case of small to medium businesses, often it is difficult to justify providing a permanent IT Support resource. The need to reduce downtime of critical systems and ensure essential IT infrastructure is available when needed most still remains of primary importance which is why many organisations turn to their IT consulting partners. Whilst recognising the need of these partners to offer remote support capabilities to their customer base, we understand that many consulting partners are often reluctant to adopt a permanent client application resident on their PCs in the event remote support is required.

When a Customer needs assistance, they simply click on the provided link on the Vendor's website and instantly they can begin a live Chat with a Help Desk operator. Within this session the Operator can also push pre-defined "canned" messages as well as launch supporting pages on the End User's PC.

If the Operator is unable to resolve the user's problems or wishes to conduct a real-time presentation, he can launch a dynamic client on their PC. This dynamic client is extremely small and makes absolutely "no" changes to their system configuration. Most importantly it only exists for the duration of the support request.

Once active, the Operator is now able to call on a powerful range of tools to aid in problem resolution or deliver remote presentations. These include full Remote Screen Control, Show Operators screen, File Transfer, Clipboard Transfer, Audio Chat, on demand Hardware and Software Inventory as well as the ability to both monitor and, if needed, interact with active Processes and Services on the remote system. Once the session is complete, the operator can disconnect, the user's PC is left without any legacy software, and a full summary of the chat history is recorded for future reference.

NETSUPPORT 24-7 FEATURES:

- High Speed PC Remote Control**
- Real-Time Hardware Inventory**
- Real-Time Software Inventory**
- File Transfer**
- Presentation Mode**
- Chat and Message**
- Full Audio Support**
- Push / Launch Web Pages**
- Post Incident Exit Survey**
- Windows & Mac Support**
- Remote Registry Editor**
- Configurable Operator Rights**
- Remote Clipboard**
- Multiple Language Support**

'The average Helpdesk Support operator receives 107 support calls per week...with the average first level helpdesk call taking 5.5 minutes. 61% of these calls move to an escalation procedure and take in excess of 10 minutes.'

Helpdesk Institute



Demand

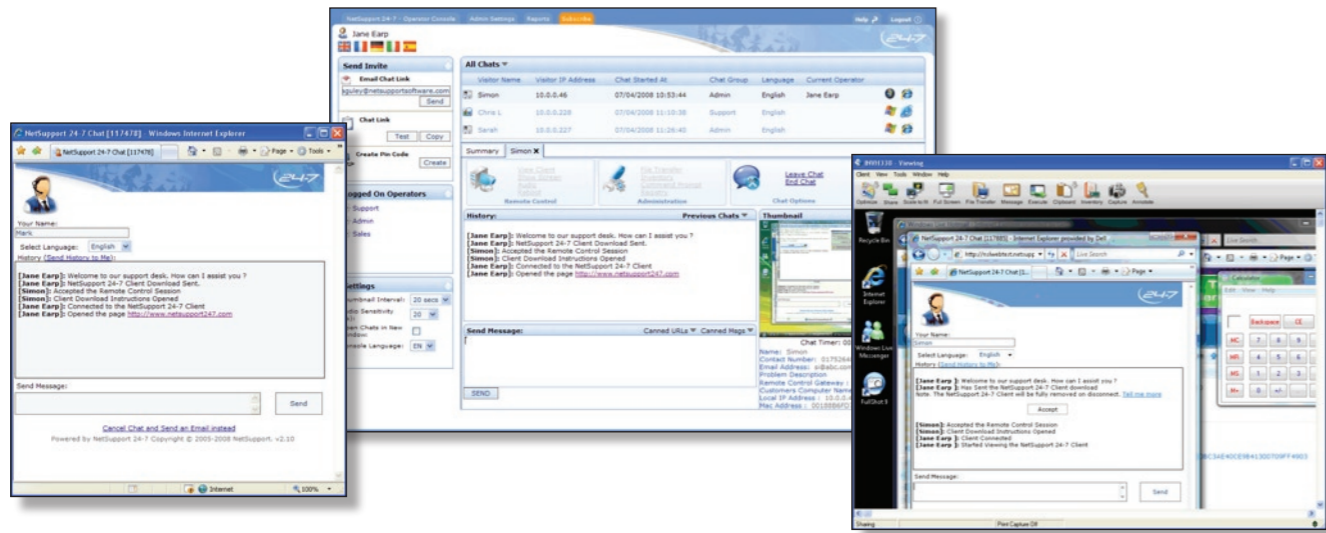
The largest single portion of technical support requests relate to issues with applications and software. NetSupport 24-7 is available 'On-Demand', returning the user's PC back to its original state after the conclusion of a support incident.

Diagnose

NetSupport 24-7 not only allows operators to respond to support requests instantly but also to perform real-time hardware and software inventories. Knowing what is installed on a user's PC reduces escalation times and ensures operators can deal with more requests in less time.

Deliver

NetSupport 24-7 provides real time metrics for analysing the end user experience in the form of exit surveys. This can help identify the effectiveness of the support offering, improve customer satisfaction, retain loyalty and build your customer base.



HOW DOES IT WORK?

When a customer needs technical support, for any tool to operate, a client (software footprint at the target PC) needs to be installed. Typically with Remote Control software packages this is installed in advance. For ISPs, ASPs, MSPs and Solution Providers this is often not viable and as such, a technology is needed that allows support to be provided "On Demand" to those users who need assistance.

How the NetSupport 24-7 process works.



NetSupport 24-7 provides a dynamic, secure and powerful on-demand support solution designed specifically for this type of scenario.

STEP 1: INSTANT LIVE CHAT

When one of your users or customers experiences a technical problem they simply click on a web link or a chat button which instantly connects them to a Helpdesk representative and initiates a live chat session.



STEP 2: MULTILINGUAL SUPPORT & RESPONSE

Deliver support presented in a range of localised interfaces to suit the multilingual skills of your helpdesk team. NetSupport 24-7 currently supports over 30 different 'customer facing' languages. During this time the helpdesk operator can push web pages and 'canned responses' to the user's computer to aid more effective problem diagnosis and resolution.



STEP 3: THE DYNAMIC CLIENT

If the operator is unable to resolve the issue, the NetSupport 24-7 Dynamic Client can be pushed to the user's PC. Full remote screen control is now available along with a full range of diagnostic tools, including real-time hardware and software inventories and data file transfer.



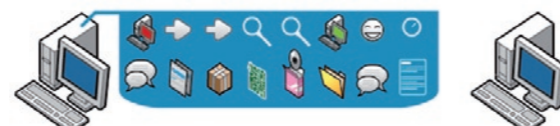
STEP 4: PROBLEM SOLVED

Once the problem has been solved, the dynamic client is automatically removed from the user's computer and the operator can disconnect. The user can then be sent an exit survey to determine how happy they are with the solution and for important marketing metrics.



STEP 5: CALL SUMMARIES

A call summary is generated and sent to both parties detailing the support incident and a copy is stored for future reference.



CHAT METHODS

Customers can initiate a real-time chat session with an Operator in a variety of ways: directly via a PIN code, from an email link, or from chat links incorporated into your website.

CHAT HISTORY

All chat sessions are recorded by NetSupport 24-7, the History is then available to an Operator if a subsequent request for assistance is raised. In addition, the end user can request a transcript of the conversation and resolution provided which will automatically be sent to their email address.

CHAT GROUPS

Customers can identify the nature of their chat request by selecting a pre-defined Question Type or Target such as "sales, support or admin". The inbound chat request is then directed to operators who are members of the appropriate group. Any number of groups can be defined to suit your business requirement.

EXIT SURVEY

Once your chat and support session has ended, the customer is automatically prompted to rate their experience of the support call and leave valuable feedback. This simple feature provides additional information to your helpdesk team to allow them to maximise positive customer experiences. As with most features, this can be disabled if not required.

CHAT STATUS

Once your chat button is published on your website its status will change depending on operator availability. Out of working hours, the chat button will turn grey to indicate no operators are currently available and, if clicked, the user will be advised accordingly and presented with a "leave details" form.

PUSH PAGES

The operator can launch web pages and links directly on the end user's desktop. Commonly used pages can be stored and made available for all operators for future "one click" use.

CANNED RESPONSES

Pre-defined responses and scripts can be created to ease operator response and provide "one click" solutions.

FULL, HIGH SPEED PC REMOTE CONTROL

Watch or Control the screen, keyboard and mouse of a remote user's workstation in seconds. Adjust dynamically the colour depth of the session to improve performance when required.

REMOTE CLIPBOARD

Copy and Paste data between the Operator and the End User PC.

ANNOTATE THE SCREEN

While performing a Remote Control of a customer's PC you may want to draw their attention to certain items or settings. NetSupport 24-7 provides a range of annotation tools that allow you to draw on their screen, highlight text and much more.

REAL TIME HARDWARE AND SOFTWARE INVENTORY

Obtain a real-time view of the hardware and software installed on the target workstation at the click of a button, without ever needing to leave the NetSupport 24-7 Control program to gather this information. In addition, NetSupport 24-7 collects over 50 items of information, specifically about the hardware or environment of the end user's PC, where you can obtain details of applications in memory, installed hot-fixes, processes running and installed services.

REMOTE COMMAND PROMPT

Connect to a customer's PC and open a Remote Command prompt on the operator's PC. This allows you to view directory structures and perform low level functions without the need to remote control the end user's PC.

CONFIGURABLE OPERATOR RIGHTS

For all defined Operators in NetSupport 24-7 you can control which features are available for use with each account.

REMOTE REGISTRY EDITOR

Connect to a remote PC and both review and edit its registry settings without needing to remote control and navigate its screen.

FILE TRANSFER

Transfer and manipulate files between workstations using intuitive "drag & drop" technology. Synchronise directories on two workstations or edit files and attributes directly. NetSupport 24-7 utilises intelligent "Data File Transfer" to reduce data transfer times when overwriting files that already exist. NetSupport 24-7 now checks blocks of data and only transfers changed data within the file being transferred. The performance benefits are most noticeable on a slow link.

REAL TIME VIEW (AND CONTROL) OF APPLICATIONS, PROCESSES AND SERVICES

As well as real-time reporting, NetSupport 24-7 also provides the tools, security permitting, to allow you to remotely stop and start services, end applications and much more.

WINDOWS AND MAC SUPPORT

NetSupport 24-7 allows remote connections to both Windows and Mac users, including support for Windows Vista.

SHOW YOUR SCREEN OR A SELECTED APPLICATION

Show your entire desktop, a selected monitor or even show a selected application back to an end user. Provides the perfect demonstration or pre-sales presentation tool to complement traditional remote control features.

AUDIO SUPPORT

During a Remote session, NetSupport 24-7 includes full bi-directional audio support.

REBOOT & RECONNECT

Remotely reboot and reconnect to the end user machine without losing previously open Chat and Remote Control sessions.

MULTI-LANGUAGE SUPPORT

NetSupport 24-7 provides a genuinely multi-lingual customer experience. For customer facing views, support is available in more than 30 languages.

PRICING PLANS

NetSupport 24-7 does not charge any up-front setup cost or licencing fee. In addition there is no limit on the number of potential end users you can support.

We offer two different styles of monthly subscription plans: **Usage or Operator** based.

USAGE PLANS

Some subscription based technologies define a "use" as the point where a customer and the operator make contact. We feel this is harsh as we know from experience some support requests will not need technical assistance and can be likely answered in a single question. For that reason our usage model is different.

You can use NetSupport 24-7 as a basic chat system as often as you like using any of our plans and no extra charges will be incurred.

Your usage limitation is defined as the number of times you perform a Remote Control and diagnostic of an end user's system (a Remote Connection), so only those customer chats that you need to escalate.

OPERATOR PLANS

If you feel it would be easier for budgetary purposes, you can choose to subscribe to NetSupport 24-7 on a simple monthly subscription based on the number of concurrent Operators you intend to use. Just select the appropriate plan and that's it, you can use the system as much as you want for no additional cost. Note, you can create as many Operator accounts as you want, the restriction is on concurrent use.

NetworkComputing *"VERDICT: NetSupport 24-7 sets a high standard for hosted remote support services as it neatly avoids the telephone completely and extremely easy to evaluate, purchase and install."*
NETWORK COMPUTING



"VERDICT: Say goodbye to the trials and tribulations of telephone IT support. Remote support services don't get much easier or better value than this."
PC PRO

NetSupport Manager

NetSupport Manager is the ideal solution for those requiring a pre-installed remote control tool.

Networks continue to evolve, growing in capability and complexity. A diverse range of platforms, protocols and physical assets provides PC Management and Remote Control Software solutions, with the continuous challenge of being able to offer support to a variety of configurations and to ensure that critical IT infrastructure is available when needed most.

Historically, Remote Control and PC Management software focused on removing the need for support staff to physically visit a remote user's PC to resolve technical issues. Consequently, users receive a quicker response, resulting in less down time of critical applications.

However, organisations require multi-tasking solutions that offer effective economies of scale, where an "out of the box" application can be relied upon to perform a whole range of functions, which traditionally were handled by multiple software vendors.

Emphasis is now placed not just on providing more efficient technical support but also in simplifying management tasks and in offering secure remote and mobile working possibilities.



NetSupport Manager combines powerful PC remote control with advanced desktop management functionality leading to one of the fastest levels of ROI available on the market today, specifically in improving user productivity, customer satisfaction and organisational flexibility.

FEATURES:

- PC Remote Control**
- File Transfer**
- File Distribution**
- Scripting and Scheduling**
- Hardware Inventory**
- Software Inventory**
- Remote Deployment**
- Show Function**
- Monitoring**
- Internet Gateway**



NetSupport DNA

For any organisation that depends on its IT assets, namely hardware and software, to remain competitive and efficient, it stands to reason that knowing exactly how many desktops it has and specifically which applications are in use, will be of critical importance.

IT assets account for the largest proportion of the overall IT spend, therefore ensuring they are properly managed and maintained becomes one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda.

The annual cost of supporting this IT infrastructure can often result in costs spiralling out of control, where the initial purchase price of IT assets pales into insignificance. Understanding leasing arrangements and undertaking proactive asset management ensures compliance with software license agreements and makes budget forecasting more accurate. Knowing how many of your users are using a specific application at any given time will allow for both effective trimming of software budgets and a realistic prediction of future software investment.

Information is key. Without this, decisions on upgrades and the roll-out of new technology will not be taken from an entirely informed position.

Facilitating central management of your enterprise PCs in a secure, coordinated and efficient manner, NetSupport DNA combines powerful Hardware and Software Inventory with Software Distribution, Application and Internet Metering, Web Based Helpdesk and award winning Remote Control functionality. Recognising that organisations have differing requirements, NetSupport DNA is available in a modular format, allowing you to pick and choose only those features that best meet the current needs of your organisation.

FEATURES:

- Hardware Inventory**
- Software Inventory**
- Application Metering**
- Internet Metering**
- Licence Management**
- Alerting**
- Software Distribution**
- Enterprise Reporting**
- Web Based Helpdesk***
- Remote Control***

* Optional Components

