

Remote Control

Remote support with maximum security

KEY BENEFITS



Increased productivity: faster incident resolution without travel.



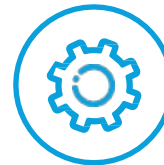
Cost reduction: eliminates travel expenses and downtime.



Operational continuity: support even for unattended and mobile equipment.



Enhanced security: encrypted sessions, access control, and audit logs.



Flexible support: technicians and users can be inside or outside the corporate network.

MAIN FEATURES

- **Remote connection to any device** (Windows, Linux, Mac, Android), inside or outside the corporate network. **Attended mode without installation and unattended mode** for computers without a user present. **Secure sessions with end-to-end encryption**, without opening additional ports.
- **Automatic bandwidth usage optimization**, ideal for **remote locations**.
- **Session recording and complete logging** for **auditing and traceability**.
- **Advanced tools:** technician screen sharing, **whiteboard, chat, and audio/video**.
- **Native integration with Service Desk and Asset Management** for **agile support**.

Remote Control Management ensures agile, secure, and efficient service, reducing costs and improving the end-user experience.

Source: ITSM.tools