Remote Access & Support Solution :

Presentation

IT Remote : Who are we ?

- Profession: Company of Remote Control software

- Solution Name: IT Remote
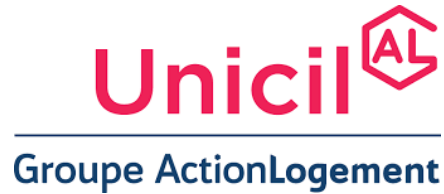
- Creation: Company created in 2020 in Aix en Provence

- Company's purpose : To offer a simple, fast, secure solution with one of the best quality / price ratios on the market

- Market: Any company using a hand-to-hand tool (internal support or speakers, training, consultation, teleworking) in France and anywhere in the world.

- Network: Through our https://itremote.com

UGAP

They trust us …

Principle of use

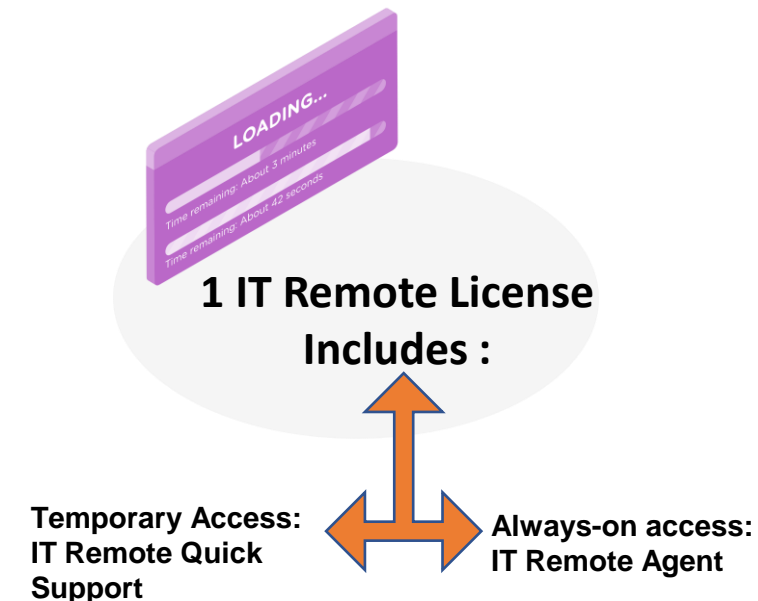IT Remote is a remote access and support solution, available in a **SaaS version**.

IT Remote allows you to access your workstations from **a simple web browser**, wherever you are and from any computer workstation

Two possible profiles :
- Technician : The one who takes the lead from a distance
- Client : The one who accepts remote control

A license with two types of access is available:
- Temporary Remote Access: IT Remote Quick Support
- Always-on remote access: IT Remote Agent

1 IT Remote License Includes :

Temporary Access: IT Remote Quick Support

Always-on access: IT Remote Agent

Temporary Remote Access: IT Remote Quick Support

User support has never been **easier or faster**.

Troubleshoot your users and customers, without any installation on endpoints from any device, anywhere, from your web browser!

- <u>Client machine</u> :
    - An executable to download and run: IT Remote QuickSupport
- <u>Technician's computer</u> :
    - Get started from a web browser
- <u>Features</u> :
    - Setting the resolution and display quality
    - Secure File Transfer/Copy
    - Copy / Paste (Plain Text)
    - Elevation of Administrator Privileges
    - Multi-screen and multi-session
    - Quick keys: Ctrlt+Alt+Del, File Explorer, ...
    - Secure connections (2FA and Oauth2)

Permanent remote access: IT Remote Agent

Remotely control your devices on your local or remote network, your software, your servers with our fast, reliable and highly secure solution. All from a simple web browser!

- Client machine:
  - An executable to download and install locally on the computer(s) : IT Remote Agent
  - You can install the IT Remote Agent on as many workstations as you want
- Technician's computer :
  - Get started from the web console (just need a web browser)
- Features :
  - Same as IT Remote QuickSupport
  - Management of access to installed workstations
  - Managing Users, Groups
  - Network deployment via an msi file and quick agent activation via GPO or your remote deployment software.

IT Remote : The Centralized Web Console for the Technician

Benefit from a modern, spare and functional web console, to manage all your temporary or permanent access to your remote workstations with ease.
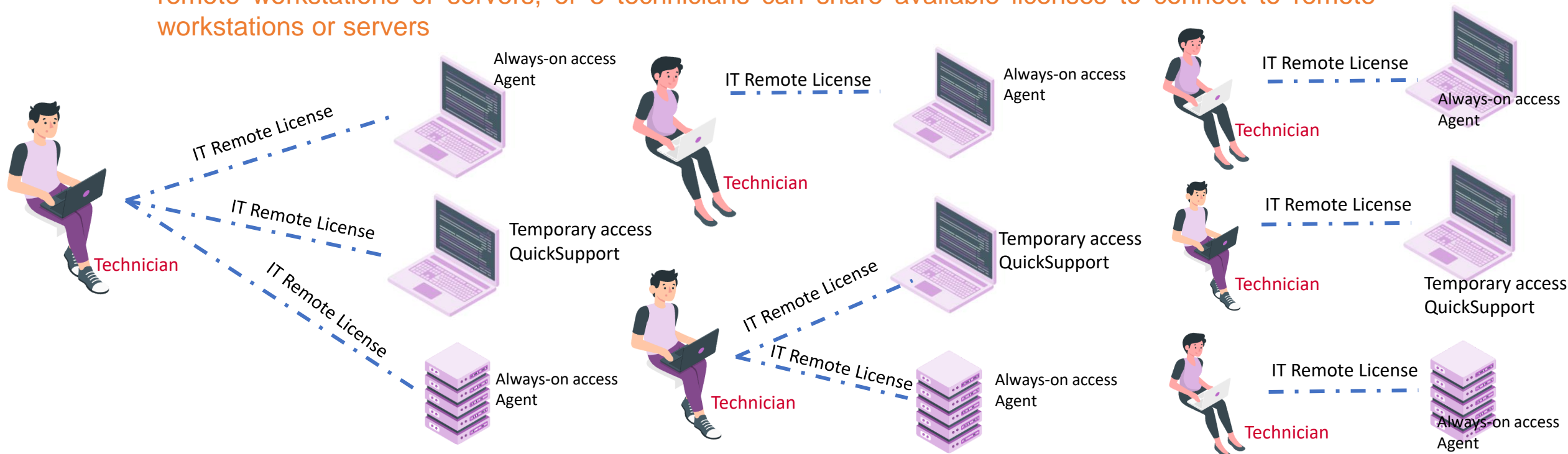
- Features :
  - Remote control of the technician from the web console
  - Direct access to workstations or servers with permanent access
  - Access management by users and/or group
  - Manage permissions by group
  - Scheduled access
  - Dashboard
  - Session Log
  - Using the IT Remote License
  - List of active users

IT Remote : Licensing

- An IT Remote license allows temporary or permanent access to a workstation or server
- An IT Remote license is in simultaneous mode and independent of the workstation used
- An IT Remote license can handle an unlimited number of workstations
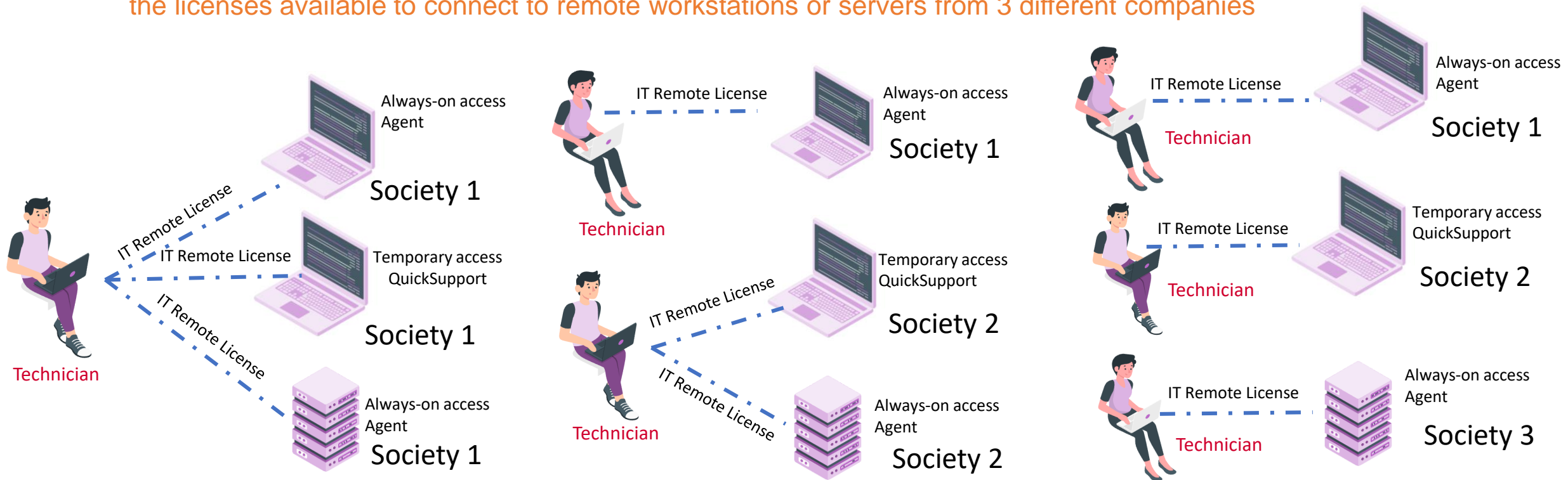- An IT Remote license can handle an unlimited number of users

For example, with 3 IT Remote licenses, 1 technician can either log on simultaneously to 3 remote workstations or servers (multi-session), or 2 technicians can share available licenses to connect to remote workstations or servers, or 3 technicians can share available licenses to connect to remote workstations or servers

IT Remote : Licensing - Possible other case

Our IT Remote license can also be used by IT services companies, IT service companies, managed service providers (MSPs)

For example, with 3 IT Remote licenses, an IT company can either log on simultaneously to 3 remote computers or servers (multi-session) from 1 company it manages, or 2 technicians can share the available licenses to connect to remote workstations or servers from 2 different companies, or 3 technicians can share the licenses available to connect to remote workstations or servers from 3 different companies

Interconnection with IT Asset Management (ITAM) tools

IT Remote can be interconnected with fleet management software on the market:

- **PYTHEAS**

- **ClariLog**

- **GLPI**

Key points

- Web solution (temporary and permanent access) hosted in France

- For all Companies or Service Providers **regardless of their size**

- **Easy** to use and administer

- **Fast**, **high-performance** solution

- **No limitation** on the number of devices or users managed

- **Best value** for money

- **Automatic** solution update (IT Remote Rapid Support and Agent)

- Ironclad Security: **2FA and Oauth2**

- A free **15-day trial** available on our website: https://itremote.com/