

## NETOP™ REMOTE CONTROL

# OnDemand

## Instant Web-based Remote Support

Netop OnDemand provides remote user support regardless of location, networks, firewalls or what computer your user is logged on to. That means faster problem resolution, better service, and greater customer satisfaction. Netop OnDemand integrates seamlessly with Netop Remote Control to enable Web-based help desk sessions without any firewall configuration.

### Anywhere, anytime

By downloading a small, self-extracting program, end users can receive instant support across the Internet from anywhere. Best of all, OnDemand doesn't leave a footprint. When the session ends, it deletes itself from the end-user's computer.

### Secure sessions

User-confirmed access, security roles, 256-bit AES encryption and audit trails ensure the highest security. OnDemand is also available as a hosted or self-hosted solution so help desk teams can maintain their system on-site so no third-party servers are required to route traffic.

### Quicker resolution

OnDemand is operational in seconds with a real-time copy of your user's desktop right on your screen. This allows you to quickly and easily see the exact issue, resulting in faster diagnosis and problem resolution.

### Personal service

Use the keyboard and mouse like you were sitting in front of the end-user's computer - edit registry, install patches, drivers or drag and drop files with the interactive, split-screen file manager. No phone? No problem. With built-in messaging, it is easy to stay in personal contact.

#### BENEFITS

- Instant remote support
- Easy to use
- No pre-installed software
- No firewall changes
- No footprint
- High-level encryption
- No third-party servers
- Integrated chat function
- Bi-directional file transfer
- Fast and secure
- Unlimited end users
- No admin rights required

*"It would be hard for me to be more satisfied. Netop OnDemand has helped us to improve our customer service tremendously."*

## FEATURES

### Complete help desk solution

A reliable and easy-to-use solution for providing remote support across the Internet or corporate network. Improved configuration and deployment tool makes it simple to deliver the Host program to end users.

### Integrates seamlessly with Netop Remote Control

Netop OnDemand will integrate seamlessly and expand the functionality of your Netop Remote Control Guest.

### Help service mode

Users activate a Web link and the request can be automatically queued or sent to an individual help desk agent.

### Full remote control functions

Display a host desktop as full screen or as a window. Host control is performed using a keyboard and mouse, allowing remote activation of commands and applications.

### Integrated messenger

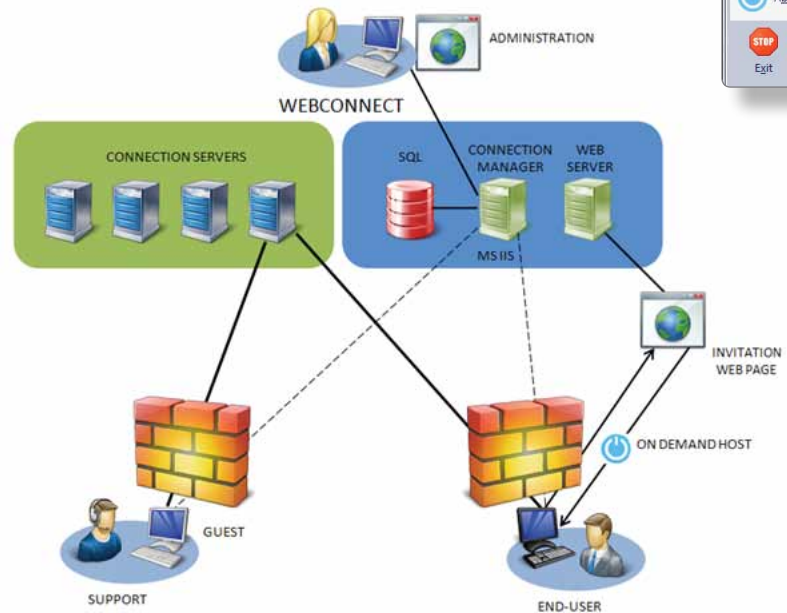
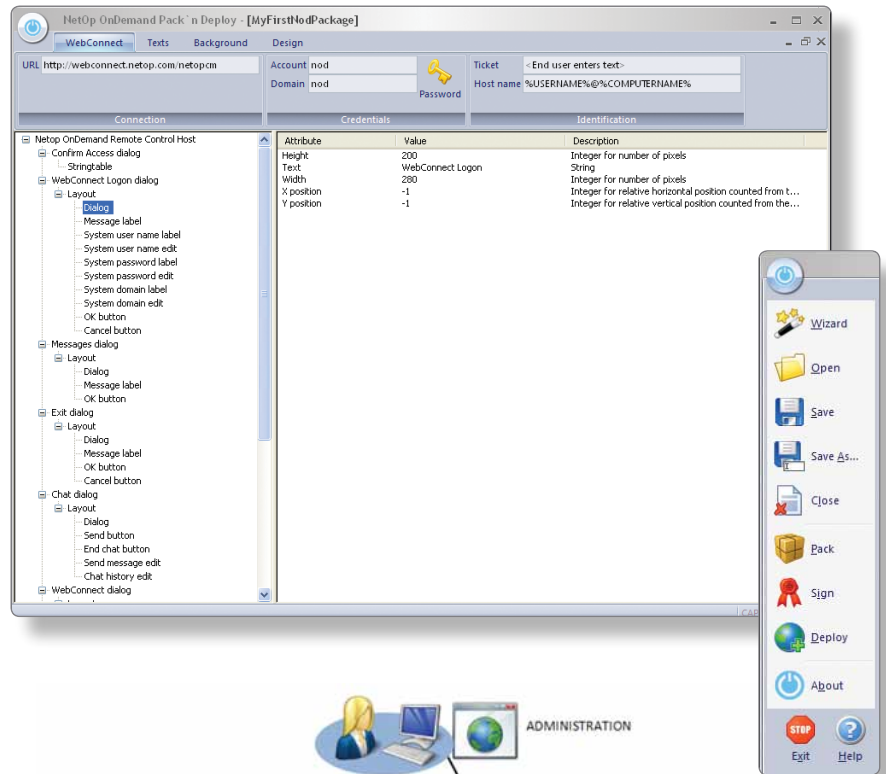
An integrated chat function allows you stay in contact during maintenance work as needed.

### Firewall-compatible

OnDemand uses outbound traffic to communicate with WebConnect via HTTP port 80 and does not require changes to corporate firewalls. All traffic is fully secure using up to 256-bit AES encryption.

### Hosted or self-hosted

OnDemand can be fully self-hosted inside of your company, keeping internal data safe.



## NETOP REMOTE CONTROL ONDEMAND REQUIREMENTS

### Platform versions:

- Windows Server 2008 Web, Standard, Enterprise and Datacenter
- Windows Vista: Windows Vista Home Basic, Home Premium, Business and Ultimate
- Windows x64: Windows Server 2003 Standard, Enterprise and Datacenter x64 Edition.
- Windows XP Professional x64 Edition

- Windows Server 2003 Standard, Enterprise, Web Edition, TS (SPO)
- Windows XP Professional, Tablet PC, Home Edition (SPO,1,2)
- Windows 2000 Server, Advanced Server (SPO,1,2,3,4)
- Windows 2000 Professional (SPO,1,2,3,4)
- Windows ME, 98

### Memory:

- OS requirement plus additional 16 MB

### Communications:

- Network adapter with TCP/IP allowing HTTP at port 80.
- Support for all proxy servers compliant with HTTP version 1.1 or later.



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