



# REMOTE SUPPORT CENTER™

**Remote Support Center** increases the productivity of local and remote workers with web-based remote support functionality, extending the reach of the IT help desk to provide anytime management of machines on the LAN or across the internet. Remote Support Center's extensive feature set reduces the cost of providing support, centralizes your remote assistance toolset, and features Desktop Authority's award-winning ExpertAssist remote management technology, used on over 6 million desktops worldwide.

Supporting remote or travelling workers has become an increasingly high priority for many IT departments. The remote workforce that was once thought of as "merely a trend" has now become the norm. Additionally, increasingly many organizations have satellite offices with no local IT representation, resulting in the need to find alternative ways for IT to manage their employees' desktop issues from afar.

The ability to troubleshoot and diagnose desktop issues without physically visiting each workstation is vital for any organization, large or small, concerned with keeping their employees and IT resources productive and effective. Whether your desktops or laptops are down the hall, across campus or in another state; remote and travelling workers need to have the same level of access to technical support as if they were sitting in a cubicle at the corporate office.

## More Than Remote Control

ScriptLogic's Remote Support Center increases the productivity of local and remote workers by providing full remote management of computers on the LAN or across the internet. Not limited to remote control, Remote Support Center offers more than 40 different management options to help IT assist, diagnose and fix desktop problems using best-of-breed remote assistance. Investing in expensive, hosted solutions is no longer required — now you can have best-of-breed remote support functionality installed directly in your network.

With the InstantAssist client, the help desk can provide instant support, without installing additional software for end-users on the LAN or across the internet

The screenshot displays two overlapping windows. The background window is the 'InstantAssist Client' download page, which includes a 'Download' section with a link to the installer, 'InstantAssist Client installation package links' with a URL, and 'Email Download Instructions' with a 'Send' button. The foreground window is the 'Remote Support Center' management console, showing a tree view of 'Computers (acme.demo/Computers)' and a table of computer details.

Type	Name	Operation	Status	Operating System
AI	2008R2DX64	Push	Client software is not installed	Windows Server 2008 R2 Standard
	ACME2003MEMBER	Push	Client software is not installed	Windows Server 2003
	ACME2008MEMBER	Push	Client software is not installed	Windows Server® 2008 Standard
	ACME2008X64MEMEM	Push	Client software is not installed	Windows Server® 2008 Standard
	ACMEVISTA86	Push	Client software is not installed	Windows Vista™ Enterprise
	VISTA86NO2	Manage	Available for management	Windows Vista Professional.
	XPClients	Manage	Available for management	Windows XP Professional.

The ExpertAssist client remains installed on the desktop and allows the help desk to remotely support desktop issues at anytime, on the LAN or across the internet. The management console shows which computers are available.

## Extend the Reach of IT

**Two Support Methods:** the ExpertAssist and InstantAssist clients cover all support scenarios, including one-time assistance for external users and always-available support for employees.

**Increase Productivity:** avoid employee downtime by assisting users on the road and allow them to get back to work faster. IT professionals can accelerate ticket closure and improve SLAs.

**Centralized Remote Support:** move away from free and built-in tools with weak functionality and no support to a comprehensive, high value solution for management of all computers on the LAN or across the web.

**Cost Reduction:** assist remote users from afar and avoid the added, unnecessary expense of IT traveling onsite to resolve user desktop issues.

**Advanced Assistance:** the ExpertAssist client offers over 40 different features to support the registry, file system, users/groups, performance indicators and resolve issues "behind the screen".

**Secure Connections:** designed from the ground up to ensure security, connections are tunneled through HTTPS (443) and require multiple authentication factors.

*Looking to simplify your entire help desk operation? Consider Help Desk Authority Enterprise. From ticket management and password self-service options to asset management and best-of-breed remote management capabilities, this solution encompasses ALL of your help desk requirements.*

## KEY FEATURES

### End-to-End Security

Secure access with four levels of control; SSL encryption, administrator certificates, IP range control and access lists. Communication and control are secured even in dual-wall DMZ configurations.

### ExpertAssist Client

With over 40 different remote assistance features, the ExpertAssist client remains installed on corporate desktops so you can always see availability and provide support at anytime. Can be used on desktops on the LAN and on the Internet.

### InstantAssist Client

The InstantAssist client is a rapid download, zero install, remote control only client which does not require administrator permissions. It uses an HTTPS (SSL 443) connection to the Remote Support Center server, so will usually not require firewall changes. The InstantAssist client allows help desk technicians to provide instant support to corporate and external users, with no need to install software, and can be used on the LAN and on the Internet.

### Active Directory Integration

Administrators on the corporate network can use the web-based console to browse to desktops in the Active Directory forest, and push the ExpertAssist client to the domain, selected OUs or computers.

### User Support Invitations

Administrators and Help Desk Technicians can email invitations to selected users containing links to download/install the remote support client and make their desktops available for assistance.

### Multiple Client Deployment Options

The ExpertAssist client can be deployed by direct Push from the console (for desktop administrators), as an MSI installer through Group Policy or Desktop Authority, by email invitation, or by download with a security code.

## SYSTEM REQUIREMENTS

### Core Server

Windows Server 2003 (SP1), 2008

### Client OS Requirements

Windows 2000 or later. Supports both desktops and servers

## LICENSING

The two clients in Remote Support Center are licensed separately:

- InstantAssist is licensed per help desk technician
- ExpertAssist is licensed by the number of seats/computers where the client will be installed

A 30-day evaluation is available at [www.scriptlogic.com](http://www.scriptlogic.com)

Please contact your reseller or ScriptLogic representative for pricing.

1.800.813.6415 or 1.561.886.2420.