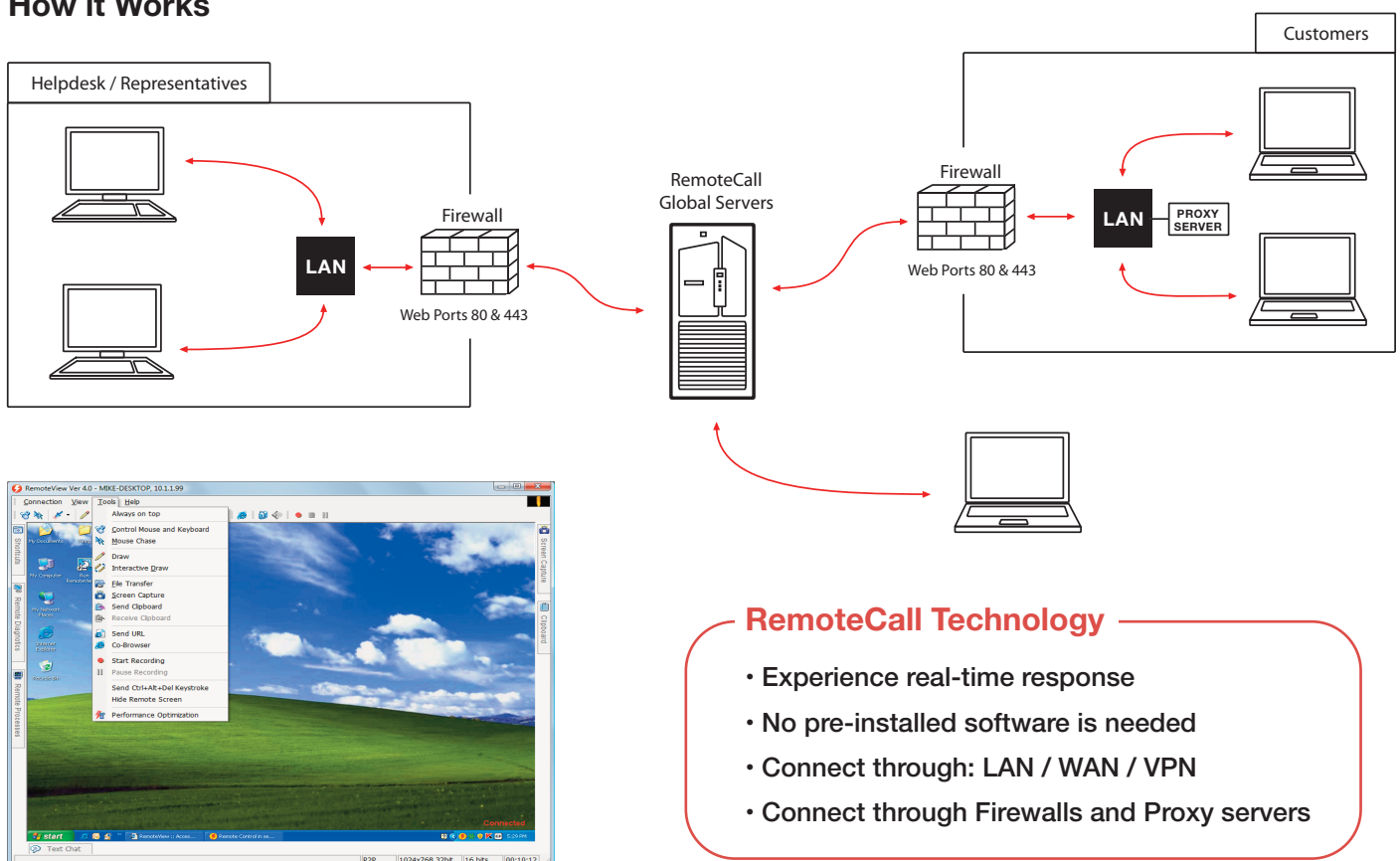


Solve Problems Faster



RemoteCall is the performance leader in the remote support solution industry. Small and medium-sized businesses (SMBs), IT service providers and consumers use RemoteCall to deliver on-demand support to any Internet-enabled PC. This robust solution is used to access PCs, manage servers and provide real-time support to customers around the globe. RemoteCall is known and critically acclaimed for being secure, scalable and simple to use. Currently, over 4000 highly regarded organizations rely on RemoteCall to increase productivity and improve their customer experience.

How it Works



RemoteCall Technology

- Experience real-time response
- No pre-installed software is needed
- Connect through: LAN / WAN / VPN
- Connect through Firewalls and Proxy servers

1. Connect

The representative launches the RemoteCall Viewer, initiating the support session and directs the customer to access your support URL. Then customer simply enters the representative's session code to establish a connection.

2. Diagnose and Resolve

The representative views the remote user's screen and resolves the problems in real-time by using RemoteCall's advanced support tools.

3. Disconnect

After the problems have been resolved, the session can be disconnected by either the remote user or representative. The remote user is then directed to the session summary page where they will see a report of the support session.



Security

- No pre-installed software required on the remote PC
- Customer authorization is required before granting a representative access to the remote PC
- 256-bit AES/SSL encryption support for all remote sessions
- Instant Customer notification of the active support session
- Representative control can be suspended at any time by simply pressing "Ctrl + Alt + Shift"
- Secondary Control features allow the representative to guide the customer rather than take full control
- Zero-footprint on the remote PC after the support session has ended

Key Features

Virtual Remote Video Driver (VRVD)

Maximize response time with our proprietary remote video driver

Drag & Drop File Transfers

Transfer files to and from the remote PC

Reboot & Reconnect

Reconnect automatically after a system reboot

Multiple Support Sessions

Conduct support sessions simultaneously

Remote Diagnostics and Process Control

Scan and list the customer's hardware, software, and processes to quickly analyze and solve problems.

Administration Center

Manage permissions and security settings, plus view sessions logs and statistics.

True Color Support

View the customer's screen, from mono to true color

Two-Way Desktop Sharing

View your customer's desktop or let the customer view yours in real-time.

Performance Optimization

Configure display and session settings to boost performance in low bandwidth networks.

Remote Printing

Print from the remote PC directly to your local printer

Session Recording

Record the support sessions in real-time

Other RSUPPORT Products

RemoteCall Server - Dedicated RemoteCall server that can be installed on any of your current servers

RemoteCall Help - High volume queue system for call centers and help-desks

RemoteCall Sales - Custom sales tools for remote sales and presentations

RemoteCall Appliance - All-in-one remote support solution

Who uses RemoteCall?

SMBs:

Call Centers
 E-Commerce Sites
 Financial Institutions
 Online Educators
 Government Agencies
 Software Developers
 Content Providers

Within Organizations:

Work Force Mobility
 Internal/External Support
 Vendors
 Resellers
 Data Security
 Database Management
 Access Management

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SAMSUNG



NEC TOSHIBA

Global Head Office

RSUPPORT Co. Ltd.
 2F Nano Bldg.
 149-11 Bangl-dong
 Songpa-Gu
 Seoul 138-050
 South Korea

t: +82 70 7011 0590

www.rsupport.com
 info@rsupport.com

Japan Office

RSUPPORT Co. Ltd.
 18F Shinkasumigaseki Bldg.
 3-3-2, Kasumigaseki
 Chiyoda-ku
 Tokyo 100-0013
 Japan

t: +81 03 3539 5761

www.rsupport.jp
 info@rsupport.jp

Requirements	Helpdesk PC	Server
OS	Windows 9x, 200/03, XP, Vista	Windows Server 2000/03
Hardware	500 Mhz CPU 128 MB RAM	Xeon 2.4 Ghz 1 GB RAM 10/100 NIC
Disk Space	10 MB	500 MB
Web Browser	IE 5.0 <	-
Network	56k <	ISDN, DSL, Cable T1 + 1 Pubic IP