

## Remote Support Works Where You Work

Empower your Support Teams with the tools they need to efficiently and effectively troubleshoot issues whenever and where ever they arise. Remote Support can be installed individually on Analysts' desktops, or across the entire organization through our server-based Web Portal. No matter where you need to work, Remote Support has you covered.

**Remote Support's Web Console** is a fully featured, enterprise-grade solution for your entire Support Team.

**Remote Support Desktop** is a light-weight, easy to install, desktop experience for Analysts. Installed locally on their machine, Remote Support Desktop targets an individual client, requires no server infrastructure, and can be installed in minutes.

Feature	Remote Support Desktop	Remote Support Web Console
View real-time system information	✓	✓
Unlock accounts, reset passwords, and assign/remove group membership from AD accounts	✓	✓
Perform custom actions	✓	✓
View process and service information	✓	✓
Install missing and required updates	✓	✓
Perform remote maintenance actions	✓	✓
Deploy pre-defined PowerShell scripts to any device	✓	✓
Trigger installation of available software from SCCM Software Center	✓	✓
Manage remote IT Support tools in a web interface		✓
Manage Remote Support access from a single location		✓
Limit access to specific features and capabilities		✓
Controlled access, centralized auditing, and reporting		✓
Manage PowerShell script content and security from a single repository		✓
Deploy software to end users and devices		✓
View system-wide software deployment status		✓
Approve software and enter software requests		✓
Send real-time announcements to targeted devices		✓