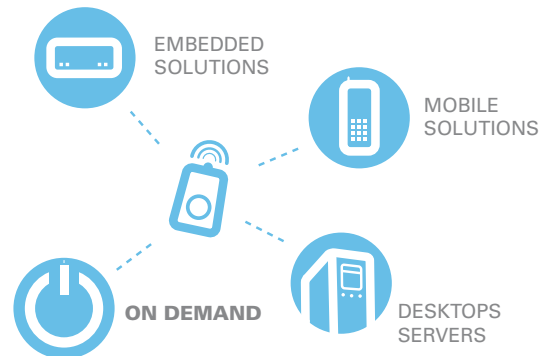


NetOp[®] On Demand

- when words are not enough



NetOp On Demand enables you to realise internet-based remote support and temporary Help Desk sessions. It's fast, simple, reliable and, when using it, you don't have to reconfigure the firewall.



The Challenge for Businesses

Providing timely, efficient and cost-effective technical support for all customers is one of the challenges that many organizations face today. Typically a support incident involves a lengthy and complex diagnostic process, and the majority of the time is spent trying to understand what the actual customer problem is. This can take hours or even days of e-mails and phone sessions.

Normally, remote control help desk solutions also require the customer's computer to have software pre-installed and running in order for someone to gain access. In many situations, however, a help desk center may provide support to thousands of customers, making it financially and operationally infeasible to install traditional remote software clients on all customer computers.

The NetOp Solution

NetOp On Demand provides a way for customers to get expert technical support anytime, anywhere. NetOp On Demand is an Internet-based remote control solution that doesn't require pre-installed software and doesn't leave a footprint.

When a customer calls the help desk center, the help desk representative issues a service ticket. The customer is guided to a web site to download an executable file. After the file is downloaded, the help desk representative takes control over the computer and resolves the customer issue. The time spent understanding the customer's problems is cut down dramatically, as the help desk employee can see the exact error message, find the relevant configuration information, and guide the customer to the correct resolution in one single interactive session. When the session ends, the help desk representative disconnects and the application deletes itself without leaving a footprint on the end user's computer.

Most important, NetOp On Demand is secure. It doesn't use third party servers to route traffic and offers 256-bit AES encryption, securing all sessions from eavesdropping.

At a Glance

- Professional and secure remote support over the internet, dial-up or network
- Operational in seconds - no pre-installed software, administrative privileges or firewall changes required
- Very end-user friendly – just download a small 650 kb file from a website which does not leave a footprint after the session.
- Secure connection using high encryption and without third party servers
- User-confirmed access and security roles to meet end-users security policies
- Integrated chat function and file manager for easy, bi-directional file transfer
- Extremely fast even through low bandwidth connection
- Easy to setup and use – no training required
- Perpetual licence per helpdesk representative with unlimited end-users

Functions & advantages in detail

Complete Help Desk solution – professional and reliable Help Desk solution for providing computer remote support over the internet, dial-up connections or the network.

Easy to adapt – simple creation of host files with various authorisation levels. Graphical user interface, can be fully adapted to meet your corporate design.

Extremely user-friendly – Very small host file (~650 kb); it can be run with a click of the mouse, and does not require installation or administration rights. Automatic, complete deletion of host file when session ended.

Transparent for user – Manual access confirmation by user with clear-text overview for rights associated with the Help Desk, and a hotkey for breaking the connection.

Firewall-compatible – Does not require complicated reconfiguring of the firewall through use of HTTP protocol over port 80.

Secure direct connection – Direct, encoded connection between host and guest computer without any need to interpose an external server.

Full remote control functions – Display of host desktop as full screen or window, host control using keyboard and mouse. Remote controlled activation of command and applications.

Secure file transfer – High-performance file manager with drag & drop support for transferring updates, patches and drivers, or for picking-up files from remote computers for diagnosis through the Help Desk.

Integrated messenger – An integrated chat function ensures that the user and Help Desk can stay in contact with each other during maintenance work, if necessary.

Verification-compatible session recording – In-depth logging of all activities on the guest computer. Optional recording of complete sessions as video file.

Outstanding performance – One of the world's fastest solutions. Work flows smoothly, even with narrow-band connections, through utilisation of self-developed compression methods and algorithms.

Reliable, future-proof technologies – Modern, frequently honoured solution with know-how gathered over 20 years of experience in the development of remote solutions.

Modules

NetOp Gateway Server: as a central dial-up point, it enables guest access (external) to the host PCs on the network, as well as access to PCs outside the network.

NetOp Name Server: enables NetOp names to be resolved even where IP addresses were issued dynamically.

NetOp Security Server: software module for centralised authentication, administration of rights and logging.

System Requirements

NetOp On Demand Host	Windows (XP, Vista, NT, 2000, 2003)
NetOp On Demand Guest	Windows (95, 98, Me, XP, NT, 2000, 2003)
Security Server	Windows (95, 98, Me, XP, NT, 2000, 2003)
Gateway Server	Windows (95, 98, Me, XP, NT, 2000, 2003, Terminal Server)
Name Server	Windows (95, 98, Me, XP, NT, 2000, 2003)

Licensing

Licence scheme	Licensing per Help Desk workstation, unlimited number of host computers
Licence scope	Unlimited time licence incl. support and NetOp upgrade. Insurance for 1 year, software and documentation available as download.
Ancillary	NetOp remote control solutions (Cross-platform solution for remote control of PCs and servers) NetOp Mobile & Embedded (remote servicing of Windows CE/mobile-based systems through NetOp guest).



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