



N-SUPPORT PRO

Attended remote control software
tool for help desk technicians.

- ✓ ESTABLISH REMOTE CONTROL IN SECONDS
- ✓ MARKET-LEADING DATA SECURITY
- ✓ MULTIPLE SESSION CAPABILITIES
- ✓ CHAT, VOICE AND VIDEO SUPPORT
- ✓ INCREASE PRODUCTIVITY

"NOW WE CAN FIX THINGS REMOTELY IN 15 MINUTES - A PROCESS THAT MIGHT HAVE TAKEN THREE OF US 90 MINUTES TO DO ON-SITE. THAT TRANSLATES TO A BETTER CUSTOMER EXPERIENCE."

-Tony Chiappetta, Founder and President, CHIPS

Provide your end-users with fast, effective IT support, regardless of the operating system they're using. Ensure your IT support services run efficiently and economically with N-supportPro™ - the leading solution used by IT service professionals for remote control and management of desktops, servers, laptops and network devices.

N-supportPro provides attended remote control of any IP-enabled device, anywhere in the world. Its feature-rich remote support toolset builds service desk productivity by delivering lightning-fast connections, single-click remote diagnostics, remediation, "drag and drop" two-way file transfer and many other time- and cost-saving features. Technicians can even reboot and reconnect remote machines without losing the control connection.

N-supportPro has the industry's smallest download footprint, so remote client sessions start faster - plus it delivers the highest level of security available today:

- » Drive down costs by raising your service desk's productivity

- » Increase the number of incidents resolved on first contact
- » Minimize time-consuming and unnecessary visits to end-users' workstations
- » Cut resolution times and repeat calls for the same issue
- » Boost end-user satisfaction by fixing problems quicker.

HIGHLIGHTS

- » Lightning-fast remote connections
- » Smallest and fastest download to start sessions
- » Multi-platform support includes Windows, Linux, Mac and mobile devices
- » Advanced 256-bit AES end-to-end encryption
- » Utilize collaboration capabilities for internal meetings and training
- » Hosted Web-based service for fast startup, no upfront investment and convenience



www.n-able.com

ADVANTAGES

- » Highest level of security in the industry, 256 bit AES
- » Smallest and fastest download to start client sessions
- » Multiple license and deployment models
- » Start a session in one of several different methods
 - Chat
 - Voice call
 - Email
 - Web site
 - VoIP
 - VideoIP
- » Immediate real-time visibility
- » Five modes for sharing or controlling a remote computer:
 - **Total Control:** IT professional controls the end-user's machine
 - **Observer:** IT professional views the end-user's desktop
 - **Administrator:** IT professional has service-level control with power to reboot and reconnect, and maintain the session even after it has been closed
 - **Desktop Share:** Shared control of the end-user's machine
 - **Demonstration:** Online presentations, demonstrations or training for up to five people conducted from the IT professional's desktop
- » Firewall flexibility
- » Customizable online / offline help button

INTEGRATION

- » Integration Toolkit
- » Remedy
- » Business Intelligence software
- » Siebel CRM
- » Sage
- » LDAP
- » ACD and CTI
- » Salesforce.com CRM - AppExchange Certified

COMMUNICATIONS

- » Powerful and easy-to-use chat
- » Drawing, highlighting and demonstration tools
- » Audible alerts
- » Chat, voice and video support

CUSTOMER SERVICE FEATURES

- » Simplified end-user contact options
- » One-click escalation and incident routing
- » Optimized end-user chat routing
- » Co-surfing
- » Multiple session capabilities
- » Intelligent routing through pre-chat surveys
- » Quality assurance through post-chat surveys
- » Direct support for third-party applications

REMOTE CONTROL

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ADMINISTRATION AND SECURITY

- » One-stop administration console
- » Market-leading data security
- » Detailed session activity review
- » Service desk activity and performance monitoring

MULTI-PLATFORM SUPPORT

For N-supportPro Administrators and Operators

- » Operating System: Windows 9X, 2000, NT, ME, 2003, XP, Vista, Mac 10.3.9 or later
- » Browser: Internet Explorer 5.5, Netscape 6, Firefox 1.0, Opera 8.0, Camino 1.0, Netscape 6

End-User Support

Operating System:

- » Windows 9X, 2000, NT, ME, 2003, XP, Vista, Mac 10.2, Linux (any Linux distribution of Kernel 2.4 or 2.6 including Ubuntu, SUSE, Fedora, Debian, Mandriva and others)

Browser:

- » Microsoft Windows Mobile 2003, 2003 SE, 5 and 6 Professional and Classic
- » Internet Explorer 5.0, Netscape 6, Firefox 1.0, Opera 9.0, Safari 1.0, Camino 1.0, Konqueror, Epiphany

