

# CAN YOU RESOLVE PROBLEMS NON-INTRUSIVELY?

Remote Support



## Business challenge: Solving IT incidents is usually too intrusive, affecting end-user productivity

Quite often, when problems arise, troubleshooting is intrusive for end users. Support technicians must travel or connect to devices, taking control of them and directly and negatively affecting end-user productivity.

## The solution: Connect remotely, wherever you are, and resolve issues non-intrusively

With Systems Management, technicians can remotely connect to the devices, even if they are switched off, run diagnostics and resolve issues transparently for end users, wherever they are.

## Anywhere to anywhere connectivity

All you need is an Internet connection and to install the agent in order to access end-user devices remotely, regardless of whether the device is switched off and no matter the location of the device or the administrator.

## Connect even to agentless devices

Remotely access agentless devices via Telnet/SSH, HTTP, or custom tunnels that will allow you to launch any application on any device.

## Hassle free centralized direct access

How long does it usually take you to connect to a remote machine from the time you know a problem exists? What happens if the device is switched off and the office deserted? With Systems Management, simply click the Wake on Lan option and you can connect directly to the device remotely, with no need for additional software or downloads.

## So what's included?

### Remote access

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Start your devices remotely and access them wherever they are.

### Remote tools

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Task manager, file transfer, registry editor, event log viewer... Built-in remote tools let you fix multiple devices without interrupting users.

### Remote control

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Desktop access shared with the user or full control. You can also chat with the end user.

### User privacy

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The various privacy modes available let you choose between remote access to computers without having to obtain users' permission, user permission required for any type of access, or user permission required only for complete control of the device.



## Extensive tool set for problem diagnostics

Real time information on:

- Task manager (processes, performance stats etc.)
- Services
- Registry
- Event logs
- Command shell
- Screenshots
- File transfer

## No concurrent connection limitation

You or other technicians can establish as many remote connections as you need without the fear of disconnecting other sessions due to concurrent session limitations.

## Non intrusive or take over

You can take over the end users session, like the majority of remote control software, or you can connect non-intrusively in the background. While connected in the background you can identify the problem and resolve it without the end user ever knowing you were connected and what's more important without ever affecting his / her productivity.

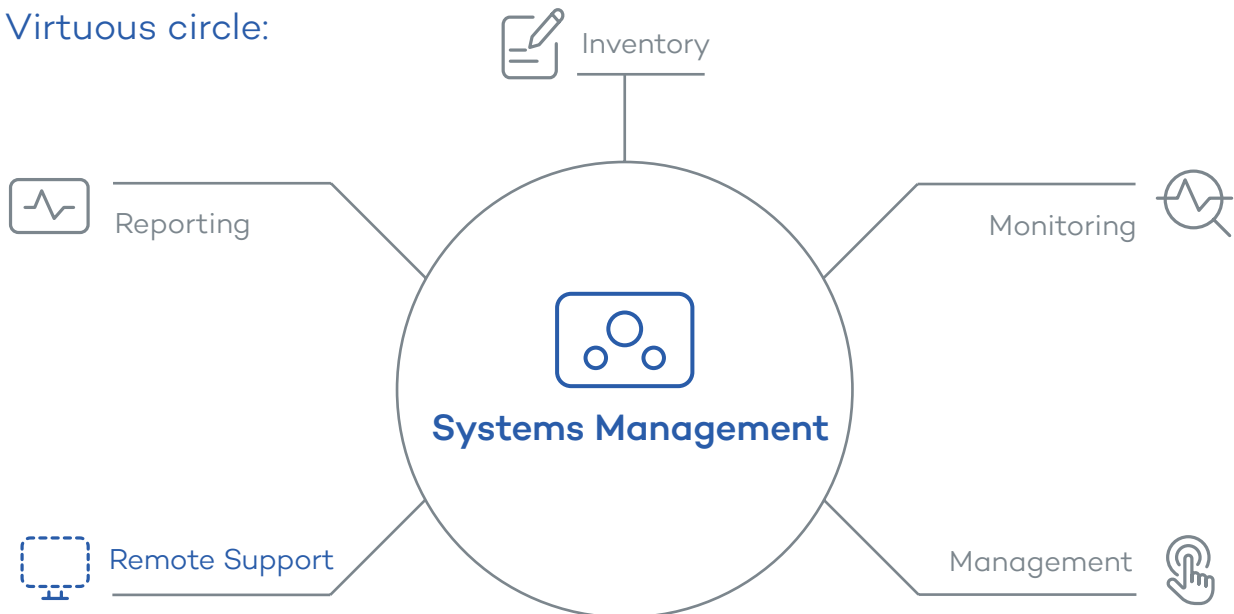
## Direct access to remediation tools

You can take remediation action by using the command shell, killing processes, restarting services etc but also by directly accessing all your applications; software, scripts. You can also shutdown or restart the device, normally or in safe mode all remotely.

## Chat and take notes

You can chat to the end user using the real-time chat option and also take notes on the connection which are saved to the devices information for future reference.

### Virtuous circle:



Learn more about Systems Management, or request a free demo at [it-systemsmanagement.pandasecurity.com](https://it-systemsmanagement.pandasecurity.com)