

simplehelp

SIMPLEHELP

SMOOTH YOUR COMPANY OPERATION

Whether its your helpdesk team resolving internal issues, your product support team handling external calls, or your technicians and administrators managing company computers and users, SimpleHelp can smooth and improve critical aspects of your company.

- Maximise uptime for employees and management
- Minimise downtime of critical systems
- Reduce time to resolve issues
- Streamline IT support departments
- Offer secure, internally managed remote access and other services to company users or external contractors



CRITICAL SYSTEMS

Computer infrastructure is the backbone of every business today.

Effective management means Technicians and Administrators with the tools to anticipate and manage issues at all stages.

- Users can easily request help to receive Remote Support.
- Technicians can concurrently manage remote systems using Remote Access
- Remote Management tools handle mass monitoring and maintenance

REMOTE SUPPORT

Users having issues need resolutions, not more difficulties.

Issues resolved quickly mean productivity and efficiency gains, and happier employees.

- Users are prompted with the correct download for their system automatically
- Support teams can manage virtual queues to prioritise important issues and users
- Technicians have full access with flexible permissions for fast resolutions, fewer physical visits

REMOTE ACCESS

- Technicians can access remote systems at all times based on permissions you set
- Monitoring provides a quick, easy to read live overview of any system
- Technicians can perform maintenance and fixes whenever convenient
- Restricted remote access can be provided to both internal users and external contractors with confidence

REMOTE MANAGEMENT

- Alerts frequently check entire networks and provide early warning of issues
- Mass tools allow large groups of machines to be managed



REMOTE SUPPORT

- Users can easily and quickly request help with issues
- Important system information is automatically gathered from the users computer
- Technicians are notified of new users requesting help
- Technicians can connect to the remote user to view their screen, control and fix issues, chat with the remote user
- Virtual queues allow easy and flexible segregation of users and issues for support teams
- Team managers can see an overview of support activity and timings
- Flexible queue system allows multiple technicians to join one session for training or escalation. Sessions can be returned to the queue
- Technicians can create support invitations for users

The screenshot displays the SimpleHelp 4.2 (Technician Client) interface. It features a top navigation bar with tabs for Support, Access, Alerts, Present, History, Preferences, and Administration. Below the navigation bar, there are two main sections: a 'Waiting' queue and a '5 customers waiting' queue. The 'Waiting' queue lists customers with their names, companies, regions, and waiting times. The '5 customers waiting' queue lists customers with their names, companies, regions, technicians, and session times. A detailed view of a customer's system information is shown, including the operating system (Windows 2003), username (gchristelis), country (GB), and connect domain (support.simple-help.com). The interface also shows a status bar at the bottom with a timer (0h 0m 42s), a session count (1/5), and the version number (SimpleHelp 4.2 (Technician Client)).

Create customised support invitations

Easily view customer details before connecting

Quickly connect to start a session and take control

Collect additional information from customers

Quickly view ongoing support sessions

See which technicians are helping customers

REMOTE ACCESS

- Mass deploy and preconfigured installers allows easy installation across large domains
- Technicians can monitor live stats from all machines, see in depth gathered information
- Live stats are uploaded on-demand for the viewing Technician, reducing network usage and maximising scalability
- Technicians can open a remote session at any time to gain full control over the machine and perform maintenance without a physical visit
- Technicians can transfer files, open command line sessions, diagnose and fix problems without interrupting the user
- Non-admin users can be given limited and simplified Group Access to machines providing the benefits of remote access without complexity or security headaches

The screenshot shows a remote access management interface with several callouts:

- Organise machines into groups:** A callout points to a sidebar menu with categories like 'All Machines', 'Laptops', 'Support', 'Testing', 'Servers', 'Build', and 'Email'.
- Choose machine names and easily watch them:** A callout points to a list of machines with names like 'George's Development Mac', 'Support', 'Eleanor's Windows 7', 'Nathan's Laptop', 'Sarah's Windows 8', and 'Secretary Laptop'.
- See important metrics, like CPU and memory usage:** A callout points to a 'Monitor' section showing graphs for CPU and memory usage for a specific machine.
- Filter machines and save search results:** A callout points to a 'SAVED SEARCHES' section with options for 'Windows', 'Linux', and 'Testing'.
- View remote files and save notes:** A callout points to a 'Active Sessions' section showing a session for 'Eleanor's Windows 7' with details like 'Hostname: Harley', 'Status: In Session', and 'Last Response: 1 minute ago'.
- See if a machine is in use, and who is using it:** A callout points to a user list showing active users like 'efrederici', 'nathan', 'slacy', and 'secretary'.

REMOTE MANAGEMENT

- Massive scale monitoring, alerting and management. Oversee vast networks of computers with ease.
- Be notified of issues before they cause downtime
- Diagnose the cause of problems quickly
- Fix problems before users experience any issues
- Receive immediate alerts with flexible actions when anything does go wrong
- Monitor physical machines, applications, even website failures and response times from all geographic locations
- Run management and maintenance tools on large groups of machines
- Track stolen computers and provide IP information for speedy recovery
- Carefully architected for minimal machine and network resource usage, maximum

The screenshot displays the SimpleHelp Technician Console interface. The top navigation bar includes tabs for Support, Access, Alerts, Present, History, and Administration. Below this, there are sub-tabs for Alerts and Events, along with a search bar. The main content area shows a table of monitoring alerts:

Alert Name	Triggered	Machines
CPU high	1	2314
Critical Backups Not Performed	0	0
Database server operational	1	1
Disk Space Low	0	2314
Log date regularly	0	2314
Memory High	1	2314
Problematic windows event log entries	0	1
Verify firewall status	1	2314

The 'Database server operational' alert is selected, showing its configuration details:

- Conditions:**
 - Trigger if: Process mysql.exe is not running
 - Reset if: Process mysql.exe is running
- Machines:** Alert over a filtered subset of machines
- Actions:**
 - Trigger Actions: Send an Email [admin@simple-help.com]
 - Reset Actions: None

The interface also shows a status bar at the bottom with a timer (4m 15s), a progress indicator (0/5), and system information (4433/5000) and version (SimpleHelp 5.0.4 (Technician Client)).

ENTERPRISE

- Hundreds of thousands of remote access services
- Thousands of concurrent sessions
- Clustering for large scale deployments sharing and monitoring live over HTTP with no firewall or proxy changes
- UDP sharing for very large scale deployments with no additional clustering servers
- High Availability Failover provides live failover to a running backup server. Users are notified and switched based on a timeout policy
- All enterprise features come as part of the license, no additional fees for features or secondary servers
- LDAP/AD and RADIUS auth with support for redundancy, Multi-Factor and One Time Passwords
- Your choice of hosting platform. No need for new



Technician support, management, maintenance



Multiple redundant live failover servers, no unexpected charges



Auxiliary cluster servers for large scale



Multiple redundant RADIUS and LDAP server support.



End user assistance, remote access