

simplehelp

Overview Presentation

Critical Systems

- Computer infrastructure is the backbone of every business today
- Technicians need tools to anticipate problems, apply fixes on demand, manage maintenance
- Issues resolved quickly mean productivity and efficiency gains, happier employees



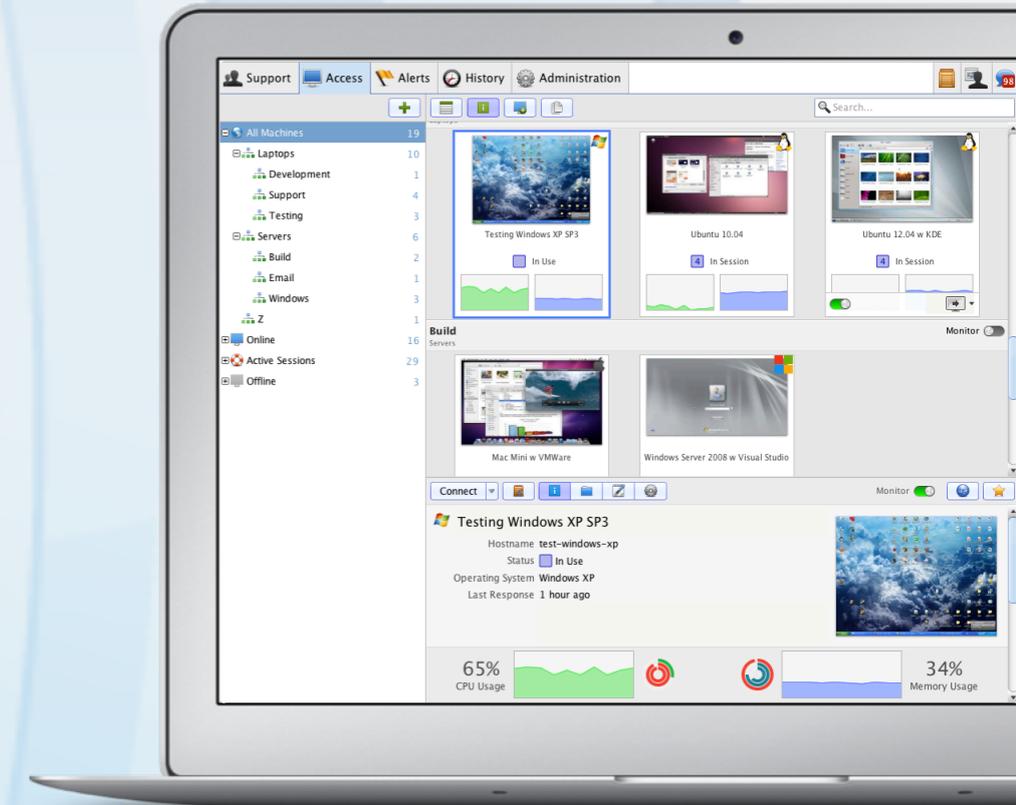
SimpleHelp

- Maximise uptime for employees and management
- Minimise downtime of critical systems
- Reduce time to resolve issues
- Streamline IT support department
- Secure, internally managed remote access for employees and external contractors



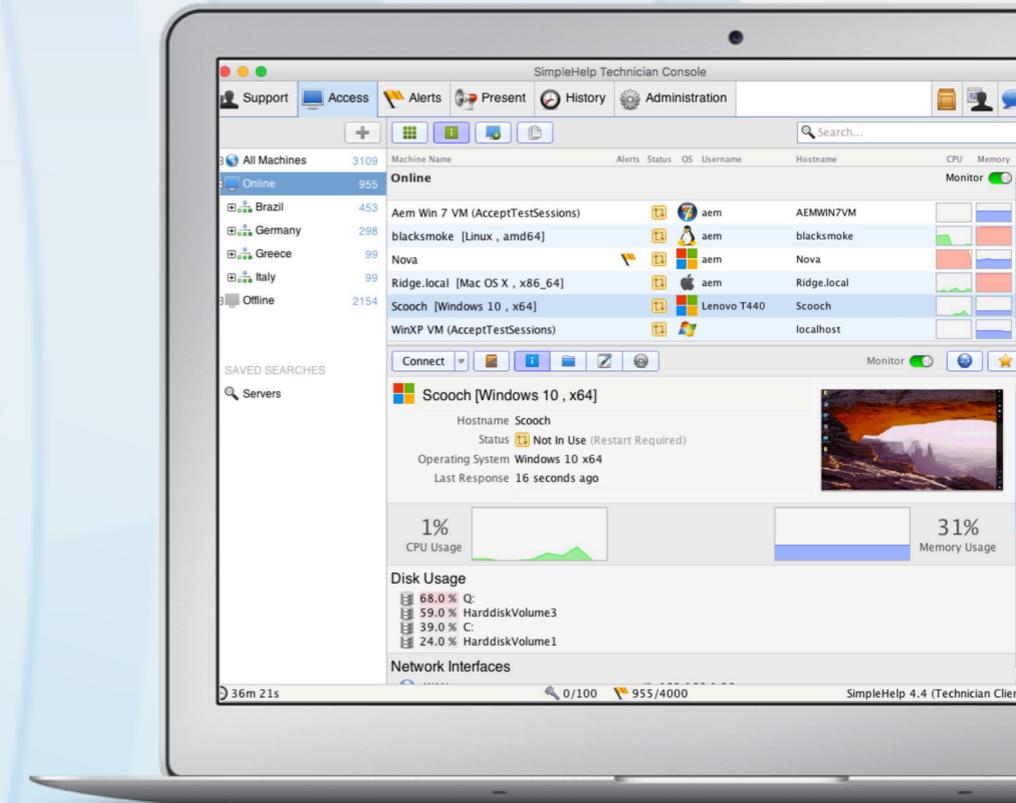
Remote Support

- Users can easily request help
- Technicians are notified, can prioritise virtual queues of users
- Pertinent information is automatically gathered
- Technicians can take control of the computer, chat with the user
- Fewer physical visits, faster resolutions



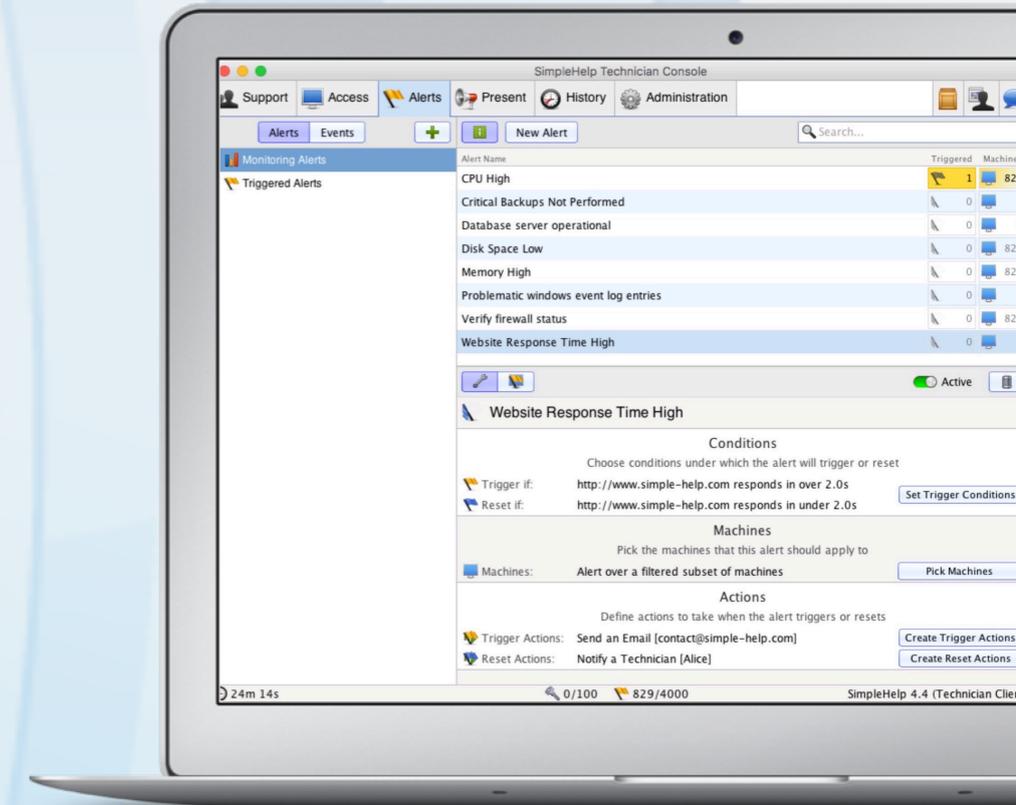
Remote Access

- Can be installed from within support sessions or en-masse
- Technicians can access machines unattended to apply fixes, maintenance
- Live monitoring allows Technicians to diagnose problems at a glance
- Users, contractors can be given secure, simplified remote access



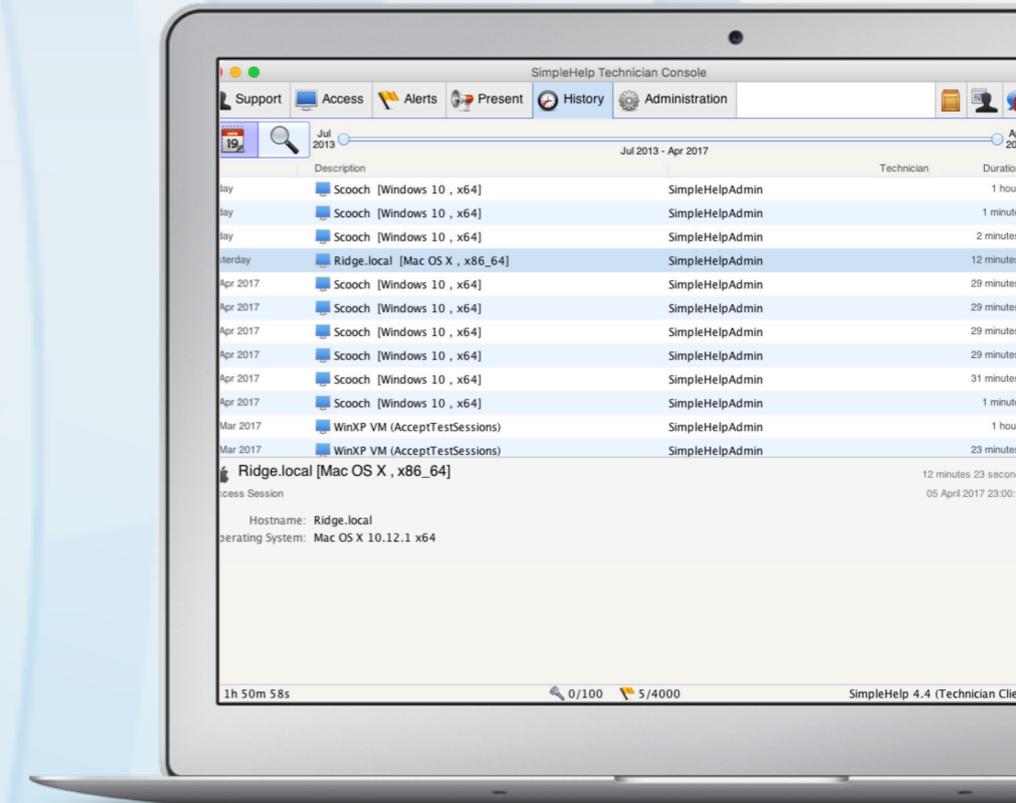
Remote Management

- Alerts provide constant, frequent checks over critical systems, frequent user issues
- Flexible action system can notify technician, take remedial action
- Issues are anticipated, resolved before they become a problem
- Mass tools allow Technicians to perform maintenance, fixes across large groups of machines



Self Hosting Benefits

- Integration with your existing systems, authentication
- Updates happen on your schedule
- In-house controls on access, permissions, sharing
- All data flows only through your network



Enterprise

- High Availability Failover transfers live (support, customer, access) to a secondary or tertiary server
- Clustering for large scale remote access deployments
- LDAP/AD, RADIUS, Two Factor, TOTP, redundant auth servers
- No additional costs for failover or clustering servers



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- UK based since 2007
- 4500+ SimpleHelp servers operational worldwide, proven in Enterprise
- Decades of developer experience with high performance scalable systems
- Extended trials available on request

