

Matrix42 Remote Control

Matrix42 Remote Control increases the flexibility and efficiency of your support and also the server administration staff: On-site assignments are simply not necessary any more.



On-site administration, IT support and trainings cost time and money. Remote Control, Matrix42's integrated remote maintenance module, allows for the simultaneous administration of multiple clients and servers and easy remote user support. With just a few clicks, support staff has access a user's screen to facilitate trouble-shooting. Smart functions, such as the change of perspectives and file exchange, make problem resolution much easier for the support staff. You can even conduct trainings without costly and time-consuming travel. This means you achieve the same results with less effort, time and money.



64-bit-enabled, including file transfer, VoIP and video

- ▶ **Time- and cost-optimized support**
Easier IT support, client and server administration and trainings
- ▶ **State-of-the-art remote maintenance software**
Highest-quality functionality and security, quick redraw times through dynamic compression
- ▶ **Intuitive interface for eliminating errors**
Very easy to use with no training required
- ▶ **Parallel monitoring with 100% overview**
Parallel monitoring of applications and servers



Control of all Systems

Matrix42 Remote Control responds rapidly to user requests and problems with parallel monitoring of servers and clients. The remote maintenance solution is completely integrated with the lifecycle management process. So easy to use no training is required for administrators or users. Special support functions give administrators the right tools to help users including the change of perspectives, integrated VoIP, video and file transfer. If required, and approved by the end user, support staff can also take control of the mouse and keyboard remotely.

One problem that plagues other remote support solutions is the lag in screen redraw. Using dynamic data compression, the Matrix42 Remote Control system is very responsive and redraws the screen quickly as the view changes. End user security and privacy is retained by giving them complete control over the system and must grant access to any resources requested by the support staff. The user can cancel the session at any time.

Maximum Security

All connections are secured with a 128-bit Blowfish encryption. Several security levels protect clients from unauthorized access. Authentication ensures that only members of a defined group or know the control password can control a client. The access key can only be used for one single session. On-demand control requires the user to actively start the remote session. Users are also prompted to allow access to their systems and can always specify which programs can be viewed by the support staff and which ones cannot.

- ▶ **Parallel control of multiple systems**
Freely scalable window to display all systems
- ▶ **High-performance screen sharing**
Innovative dynamic compression (patent pending) provides for very rapid redraw
- ▶ **Multiple support functions**
VoIP, chat, file transfer and video conferencing via web cam enable the support staff to resolve problems quickly
- ▶ **Privacy and data protection**
Screen blanking to hide activities such as password entries; view and control of selected applications through the support staff
- ▶ **Session recording**
Session recording to document and track all activities



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