



**EMPIRUM CUSTOMERS
ENJOY THE FOLLOWING BENEFITS:**

COMPLETE PACKAGE

Remote Control is completely integrated in the Empirum Suite.

STATE OF THE ART

Empirum Remote Control is based on the state-of-the-art standard for remote software regarding functionality and security.

ENORMOUS SPEED

due to dynamic compression.

SIMPLE, INTUITIVE HANDLING

Fast problem resolution capabilities enable companies to provide quick help in case of problems. The change of perspectives facilitates support.

CONTROL

of all Windows-based PCs and servers.

TRAINING

Live knowledge transfer to employees.

SERVER ADMINISTRATION

Secure remote maintenance without compromises.

MONITORING

of applications and servers. Parallel monitoring of any number of systems. Freely adaptable windows allow users to keep an overview.

**EMPIRUM REMOTE CONTROL
SECURE REMOTE MAINTENANCE
WITHOUT COMPROMISES**

Empirum Remote Control provides fast and easy support in case of computer problems. Employees can authorize the support staff to view their display content and access their PC. Time- and cost-intensive on-site assignments are not required any more.

While today, 95% of all companies use remote control tools to save IT costs and provide fast support to their users, many of these solutions do not provide simultaneous administration of clients and servers, are not integrated with software and client management or do not address the requirements of a modern remote control software.

Empirum Remote Control has been designed to allow for the efficient remote maintenance as well as server administration, reducing support costs significantly. It is completely integrated with Empirum and the software and client management processes. Its easy-to-use, intuitive handling allows for its direct usage without prior training. Empirum Remote Control features dynamic data compression, which provides an intelligent solution for the main problem of current remote control software – speed*. Maximum security, one of the basic requirements for a remote control software, is ensured based on a multi-level concept. The user always has control and can cancel access to his PC at any time.

* Source: **deron study** Client Management 2004

OVERVIEW OF TECHNICAL FUNCTIONS

High-performance transmission of screen content through an innovative compression methodology (patent pending).

Preselection of applications – support staff can only view and control certain applications. For instance, SAP support staff can only view SAP.

Screen blanking to prevent that certain actions such as password entries can be viewed in cleartext.

A freely scalable window is available to support staff – independent of the system's resolution – to view all screen content without onerous scrollbars.

Several systems can be controlled in parallel, which makes it easy to compare settings and monitor systems.

Change of perspectives – the support staff can show the user his applications with one mouse click and provide help more easily.

File transfer – simple bi-directional transmission of files via drag & drop or the integrated file transfer explorer.

Session recording to record the activities listed on the screen as film, providing a comprehensible documentation of all actions any time.

Chat and VoIP to communicate without telephones.

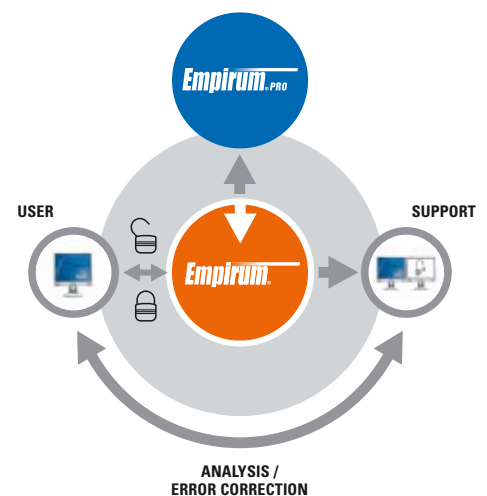
Video transmission via webcam or display of a photo of the support employee.

System information at a glance – remote diagnosis to detect all relevant system data immediately.

Integration of marks and creation of screenshots – fast and easy via the integrated whiteboard.

Automatic line disconnection during times of inactivity – provides additional security for corporate IT operations.

Windows terminal server und multi-monitor support.



Empirum Remote Control provides secure and efficient remote maintenance options for support staff.

SECURITY

All data transmission is based on a 128-bit Blowfish encryption. There are various security levels for the clients to be controlled:

AUTHENTICATION

Only members of defined ADS groups or those who know the control password are allowed to control the clients.

ON-DEMAND KEY

Mutual agreement of a one-time key, which is valid for only one session.

ON-DEMAND CONTROL

The user only launches Empirum Remote Control when he wants support.

Before the session is opened, the end user is asked if he wants to permit access to his system. The support staff may block end users' mouse or keyboard entries. The end user can determine which programs are displayed to the support staff.