

## REMOTE ACCESS TOOLS

Support Automation  
service

Instant problem remediation, fastest access  
to devices



- ✓ UltraVNC
- ✓ Citrix GoToAssist

### On-Demand Remote Control

HandsFree Networks Remote Access allows you to provide secure online desktop remote control support to end-users or customers anywhere on the Internet. It allows remote access to an unlimited number of computer systems over the web, and includes support for multiple simultaneous remote desktop support sessions. HandsFree Networks Remote Control does not require the end-user's intimation of the system's IP address giving it an edge over other tools.

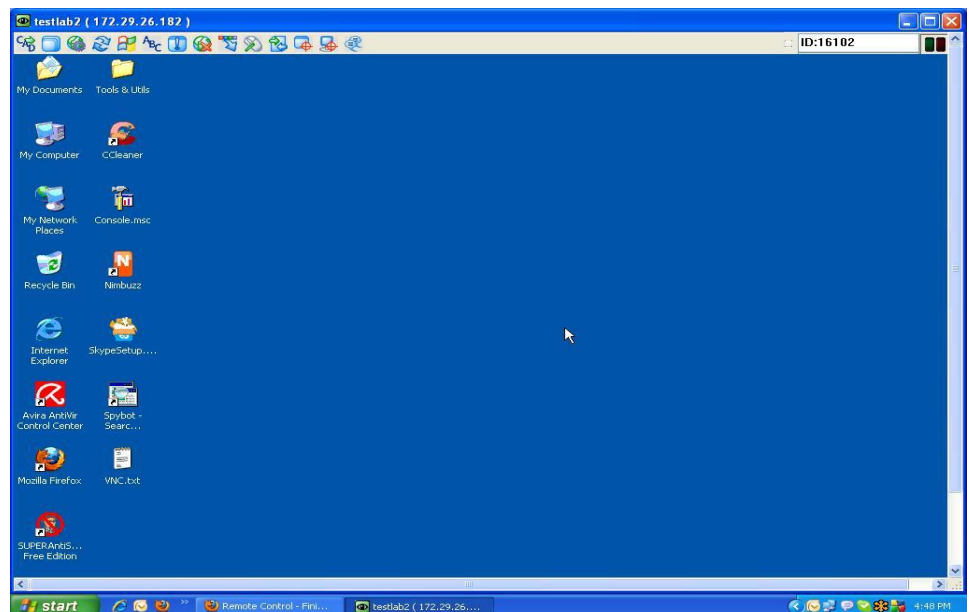
#### Advantages

- All remote control operations can be done on demand, individually or in combination.
- Brings scalability as installation/initiation of session/shutdown/removal is automated and can be on one, some or all machines on a site.
- Also all operation can be performed on one, some or all machines through one button click on one system.
- UltraVNC comes as a part of our tool and does not require the end-user to install it.

#### SECURE & SELF-CONTAINED REMOTE ACCESS

HandsFree Networks Remote Control provides more secure remote sessions. Our tool provides a self-contained feature including installations/removals of the remote control utility. The operations can be performed according to your desired sequence ensuring total control and flexibility. All that is required for a session to start is a web-browser with an internet connection.

HandsFree Networks Remote Access for  
instant, secure and controlled remote control  
for problem remediation.



### Advantages

- Remote control sessions can be scheduled according to user's choice.
- Automatically installs the remote control utility from a user specified URL.
- Remote control is an outbound transaction requiring no ports to be opened for inbound traffic thereby reducing security risks.
- No outside servers or systems are used as intermediaries.

### ON-DEMAND "GOTO ASSIST" INTEGRATION

HandsFree Networks Remote Access has integration with Citrix GoToAssist remote utility. It automates the establishment of a GoToAssist remote session adding significant benefits to this utility. Remote control is possible for one, some or all machines on a site using this feature.

### Advantages

- Complete control over remote sessions.
- No end-user intervention or intimidation of IP address.
- Allows remote control even when systems are logged off.
- Automated and managed through a single configuration page bringing in scalability.

### FILE TRANSFER DURING REMOTE SESSION

HandsFree Networks Remote Access feature allows easy file transfer during a remote session. A tech support engineer using Remote Access can transfer all necessary files to and take from the device under the session.

### Advantages

- No delay in remediation.
- Necessary files are instantly transferred and require no end-user effort.
- Reliability and customer satisfaction.

### REAL-TIME VISIBILITY

HandsFree Networks with its detailed reporting capacity allows you to keep track of your support activities. The remote session activities can also be tracked and reported. It provides you with a way to get informed whether the required support activity has been performed.

### Advantages

- Report the time when a remote session was initiated and ended.
- Reports session activities ensuring a track of procedure followed.
- Serves as a knowledge base for the future.

### WHY CHOOSE HandsFree Networks Remote Access?

Problems will exist in even the best managed computer systems and devices but HandsFree Networks ensures the automation of regular and monotonous support activities through its remote control feature.

### Advantages

- It does not require end-user's intervention for problem resolution through remote control.
- Small, secure and reliable.
- Automate routine support tasks.
- Control and manage without barriers of different locations.
- Ensure correct procedure and keep track of sessions.

### REDUCE COSTS

Using HandsFree Networks Remote Access will enable you to reduce your costs significantly. It is a proactive monitoring and maintenance tool for support automation.

### Advantages

- Enables faster and increased First Call Resolutions.
- No On-site visits except for OS installations and hardware replacements.
- Remote Access is temporary and does not breach a customer's privacy or security. Removal of remote control utility possible instantly after a session completes.

### Technical Requirements

- No server infrastructure or VPN connections required.
- Internet connection (56K or faster).
- Any version of Microsoft or non-Microsoft browsers.
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista.

### Powered by HandsFree Networks Unique Framework

HandsFree Networks Remote Access is just one of HandsFree Networks support automation services which are powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for dedicated lines, or special infrastructure. Any exchange between the ReSOFT server and ReSOFT client occurs only as a consequence of a ReSOFT client request. This makes ReSOFT significantly more secure than traditional push based management solutions.

For more information on the HandsFree Networks Remote Access Tools, visit us at [www.handSFreenetworks.com](http://www.handSFreenetworks.com)



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