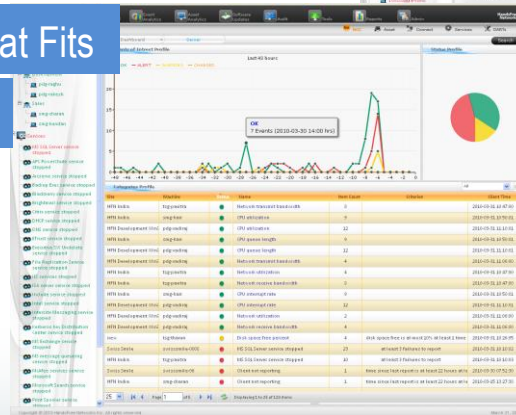


The Support Automation Solution That Fits

Fast – Easy-to-Use - Versatile



ReSOFT Support Automation can proactively resolve technical issues often before an end-user even knows they exist.

HandsFree Networks pioneered self-healing platform and continues to innovate with more solutions that can automatically resolve end-user problems in real time. It allows you to easily access, control, manage, monitor and optimize information technology and security.

ReSOFT is a secure and easy-to-use support automation system designed for managing both simple and complex devices even 30,000 feet above on a laptop.

With HandsFree Networks you can:

- ⇒ Reduce costs and end-user downtime by keeping your devices up and running free from problems and threats
- ⇒ Increase end-user productivity and satisfaction by setting up common IT task to be performed automatically
- ⇒ Reduce average number of desk side visits by proactive problem resolution
- ⇒ Automate the First Call Resolution (FCR) and maintain complete control of your network of computer.
- ⇒ Reduce escalations to proactive support by Self-healing issues without remote control session

Contact us for
Free Trial

www.handsfreenetworks.com

Go to www.handsfreenetworks.com to sign up for your free trial today. You'll be amazed at how much you can accomplish with just one, easy-to-use solution >>

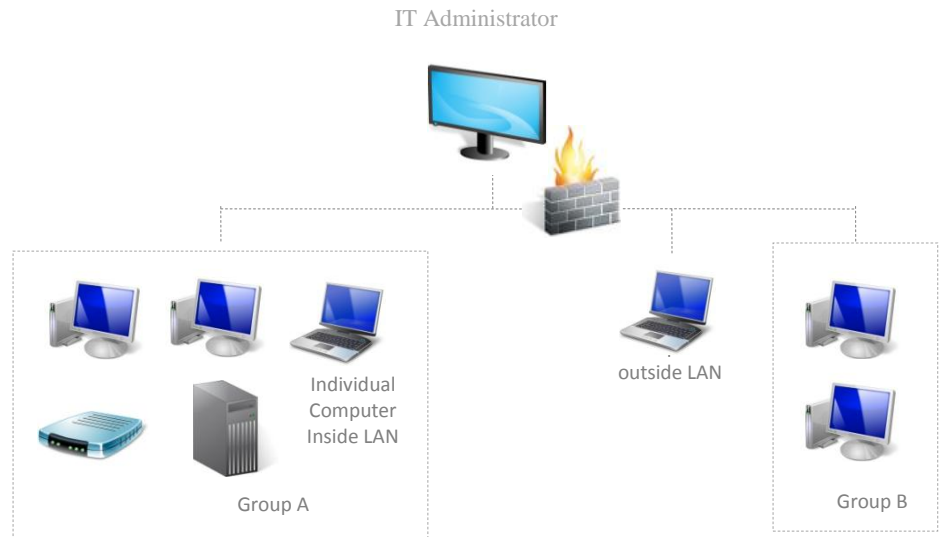
Features

Just knowing there is a problem at a remote location doesn't solve anything. The comprehensive feature of ReSOFT gives the opportunity to improve support resolution and reduce cost around the board using ReSOLV technology architecture.

Manage computers inside and outside of LAN or any network, regardless of their geographical location. With Web-based access and support for pocket PC devices, you can respond quickly to IT incidents after-hours or even when away from office.

What does HandsFree Networks Offers?

- ✓ Availability monitoring
- ✓ Remote control
- ✓ Support automation
- ✓ Intrusion protection
- ✓ Anti-virus management
- ✓ Patch management
- ✓ Asset management
- ✓ Software updates
- ✓ Specific problem alerts
- ✓ Resource monitoring
- ✓ Performance monitoring
- ✓ Registry management
- ✓ Service management
- ✓ Backup management
- ✓ Network discovery
- ✓ Windows event log tracking
- ✓ User access control
- ✓ User information management
- ✓ System maintenance
- ✓ Policy enforcement
- ✓ Software provisioning
- ✓ Software metering
- ✓ General system management
- ✓ General problem diagnosis
- ✓ General problem resolution
- ✓ Internal product maintenance
- ✓ Windows Troubleshooting
- ✓ Sequential Execution Management



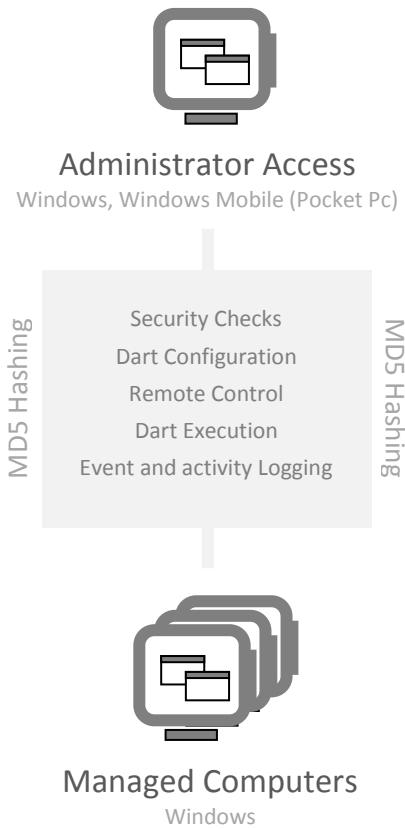
Next Generation Device Healthcare – ReSOFT Support Automation solution is derived from HandsFree Networks Next Generation Device Healthcare conceptual architecture to provide a completely secured environment for managing PC's, Laptops and Servers.

ReSOFT does not have client/server architecture but it has two main components:

- **ReSOFT client component with DART (Diagnosis, Analysis, and Resolution Tool) database**, that's installed on every supported device on a customer's network. The ReSOFT client performs all symptom detection, diagnosis, and resolution activities. It also performs automated system administration and management activities. All ReSOFT client activities and events it detects are logged onto the ReSOFT server.
- **ReSOFT server component**, a suite of applications that run on a system that is located at HandsFree Networks, or at the hosted solution provider's location for high availability and convenience. ReSOFT server applications are browser based and can be accessed via secure HTTP (port 443) from anywhere on the Internet. They give users access to the event log and asset databases, enables proactive desktop management and support.
- **Dashboard** is a two-pane MS Windows Explorer-like interface via which you can view the current status of systems at all of your sites . The ReSOFT Dashboard lets you quickly identify problems and drill down to determine their root causes. For each system at your sites, you can view current asset, security, resources, event, and maintenance status, and take appropriate corrective actions with a few clicks of the mouse.

<i>Proactive Support Automation</i>	<i>Assisted Support Automation</i>	<i>Traditional Support Tools</i>
Automated System Maintenance <ul style="list-style-type: none"> ✓ Disk defragmentation ✓ Scandisk ✓ Folder and file clean up ✓ Clock synchronization ✓ Slow clock reset ✓ Scandisk and Chkdsk file clean-up ✓ IE Browser Optimization ✓ Hardware Diagnostic Management 	Resources Monitoring <ul style="list-style-type: none"> ✓ Processor utilization ✓ Memory utilization ✓ Paging performance ✓ Disk capacity ✓ Disk performance ✓ Network utilization 	Asset & Inventory Tracking <ul style="list-style-type: none"> ✓ Full DMI & WMI Support ✓ Detailed Hardware Software ✓ Unregistered Executables Tracking ✓ Network and application configuration ✓ System operation information ✓ Unlimited user defined fields ✓ Change reporting ✓ Network Device Discovery
Self-Healing - (General + Connectivity) <ul style="list-style-type: none"> ✓ Password Lockout Resolution ✓ Print Queue Problem Resolution ✓ Auto Fix Changes In System Date And Time ✓ Auto Fix Difference Between System And Time Server Clock ✓ Network Connectivity Status, ✓ TCP/IP Connectivity Problem Management ✓ Shared Resources Access Failure 	Problem Detection & Diagnosis <ul style="list-style-type: none"> ✓ Fault Detection, ✓ Process Creation & Completion Detection ✓ Executables Detection ✓ Windows Event Log Change Detection ✓ Scandisk Log Produced At Start-Up Found ✓ Error & Warning Dialogue Box Creation ✓ Information & Question Dialog Box Creation 	Service Monitoring & Management <ul style="list-style-type: none"> ✓ Report Running Processes ✓ Process Shutdown/Restart ✓ Service Restart (MS Windows NT4, 2000, XP, And Server 2003) ✓ Web Application Monitoring
Anti-Virus Security Management <ul style="list-style-type: none"> ✓ Symantec, McAfee, CA - eTrust, Trend Micro, AVG & Avast anti-virus management ✓ Automated AV Definition Management ✓ Automated Virus Scan & Update Management 	Software Provisioning And Metering <ul style="list-style-type: none"> ✓ Software Provisioning ✓ Application Metering 	Remote Access <ul style="list-style-type: none"> ✓ UltraVNC One-Click RC ✓ Citrix GoTo Assist Integration
Host Intrusion Prevention <ul style="list-style-type: none"> ✓ System Hardening ✓ Automated protection against new viruses, spyware, adware, and system hijacking ✓ Startup Management & Control ✓ Intrusion Protection & Control ✓ Program Execution Control ✓ Registry Change Management 	File Management <ul style="list-style-type: none"> ✓ File Distribution & Retrieval ✓ Content Distribution & Retrieval ✓ Content Distribution & Retrieval ✓ Executable Usage Profiler ✓ File Change Detection ✓ Directory & File Protection ✓ Log File Retrieval and Logging 	Ticketing System <ul style="list-style-type: none"> ✓ ReTRAC ✓ Auto task Integration ✓ Customizable Integration ✓ Knowledge Base
Data Leak Prevention <ul style="list-style-type: none"> ✓ Network Packet Filtering ✓ URL Blocking ✓ E-Mail Download Filtering ✓ File Download Filtering ✓ Directory & File Protection ✓ Port Probe Detection ✓ Windows Security Management ✓ User Logon-Logoff Tracking 	System Management <ul style="list-style-type: none"> ✓ Scheduled Program Execution ✓ System Restart & Shutdown ✓ Client Start-Up & Shutdown ✓ Printer Installation & Removal ✓ Client Auto-Deployment ✓ Restore Point Creation ✓ Sequential DART ✓ Windows Troubleshoot / Fix-It 	Scalability <ul style="list-style-type: none"> ✓ Installed Base ✓ Leverage Of Expertise ✓ Shared Resolution Base ✓ Replicated Solutions ✓ Resolution Database ✓ Low Device Overhead
Automated Update Management <ul style="list-style-type: none"> ✓ On approval/automated patch installation ✓ Test environment support ✓ Group management within & across sites ✓ On demand installation option ✓ Updates removal function ✓ Real time tracking and status reporting ✓ User notification scheduled/ on-demand ✓ Configurable update download & propagation ✓ Wizard based operation 	Change Detection <ul style="list-style-type: none"> ✓ Software Installation & Removal ✓ Printer Installation & Removal ✓ Network Configuration ✓ Registry Change Detection ✓ MS Internet Account Detection ✓ MS Internet Explorer History Folder Creation ✓ Netscape Preferences Dialog Box Creation 	Improved Support Offering <ul style="list-style-type: none"> ✓ Faster Response Time ✓ Reduced Call Volume ✓ Adaptive Support ✓ SLA Compliance ✓ Non-Invasive Support ✓ Disconnected Support ✓ Reliable Support Infrastructure ✓ Rocket DOCK Management

How it works



➤ Install ReSOFT

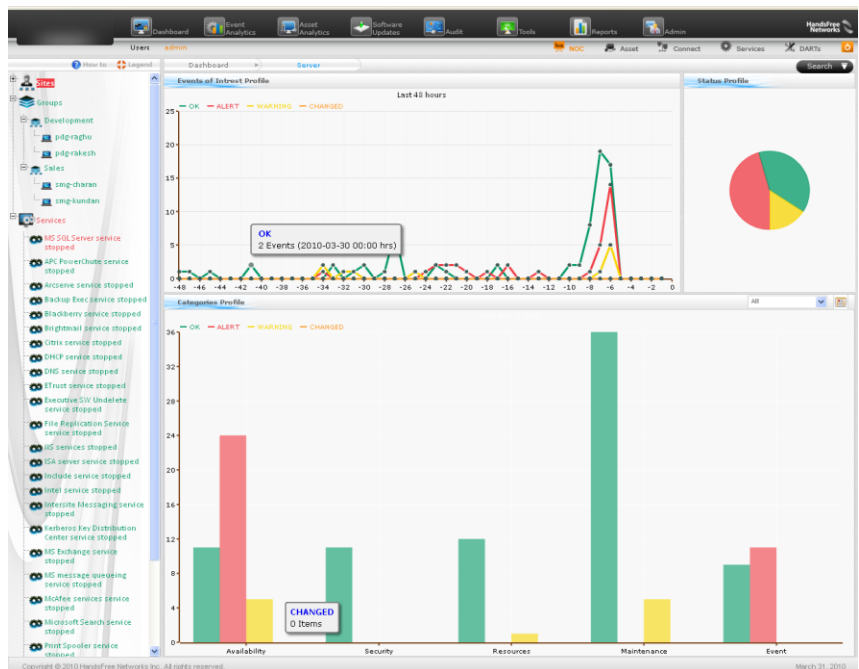
ReSOFT is deployed remotely and silently across your networks of devices, activating a tiny installer agent on each of the systems. To include computers outside your network, Administrator sends the installer agent by e-mail to be activated by the local computer operator using a registration code. The computer enabled with ReSOFT will then be listed in the Dashboard.

➤ Log in to your account

Using your windows based PC or pocket PC devices you can log into and access ReSOFT console from any place where internet or a network connection is available.

➤ Configure DART's

ReSOFT DARTs are intelligent “robots” that automate repetitive and/or tedious tasks so that you can spend your time on strategic business. Configure DARTs from the always expanding DART library using simple check boxes. Each DART runs according to the parameter you set or the schedule that you define. DARTs may be used to automatically resolve issues, configure your system, follow self-healing procedures, streamline IT processes and to manage network performance and security. The capacity to be customized is virtually limitless.



The console is designed for efficiency and ease-of-use

Security

At HandsFree Networks, Security is our top priority. That's why we employ a series of security measures to safeguard customer data and transactions.

➤ Hashing

Both the data stored in the mirrored Server Database and all the data communication is hashed using **MD5 hashing**. Hashing is a one way irreversible function while compared to encryption which is a two way reversible function. It doesn't get more secure than that.

➤ SSL login and authentication

HandsFree Networks uses strong user authentication through logins and passwords. Passwords are hashed and never travel across networks. They are stored directly in the ReSOFT database and are not vulnerable to interception via the internet. All login processes are carried out using **128bit SSL Secure Socket Layer (SSL)** Connection.

➤ Threat detection

ReSOFT can detect threats to the system through data validation and attack-pattern detection thereby enabling appropriate measures to block the potential threat. As it is behavior based (not signature based), it can deliver powerful protection against both known and new/unknown threats, which are also known as zero-day threats.

➤ Safe Connection

ReSOFT utilizes TCP packets and standard ports, and is compatible with firewall and widely used proxy servers that perform Network Address Translation (NAT). Connection can be established through a local area network or any other internet connection. ReSOFT server access is 100% browser based and uses HTTPS over standard port 443.

To learn more about HandsFree Networks and our solution, visit www.handsfreenetworks.com, send us an e-mail or call



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