

# BeAnywhere Support Express

*Simple. Flexible. Secure.*

BeAnywhere Support Express is an advanced Software-as-a-Service solution that allows complete remote access to Microsoft® Windows® machines in order to provide comprehensive support and system administration. Its exclusive peer-to-peer technology allows the delivery of instant, on-demand remote support to any computer in the world, even through firewalls and complex networking configurations. Easily manage, maintain and control unattended systems. Assist several customers simultaneously to increase productivity.



## Features for Technicians

**One Click** - That's all it takes to begin a support session. No pre-installation, no administrative privileges. Clients just need a simple, customizable URL or a PIN code. InstaConnect exclusive technology assures the support session is established in milliseconds.

**High Performance and Firewall Friendly** - Always the best performance in any scenario, even with firewalls and exotic network configurations. It can even reach machines with no direct connection to the Internet, by using a dedicated proxy on the same LAN.

**Multi Session Handling** - Conduct unlimited concurrent remote sessions with a tabbed console interface that lets you easily toggle between sessions.

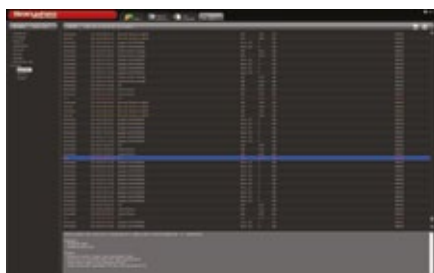
**Advanced Remote Control** - Supports two way clipboard and multi-monitor. The solution can automatically scale the remote screen image to fit to your window. You can also view the original size and navigate with automatic scrolling, and show the remote desktop on full screen.

**System info** - In-depth auditing and diagnostics data helps on management and problem assessment. Check, programs running, installed software, available resources, Event Viewer logs...

**File Transfer** - Instantly transfer files and folders with your clients. You can pause and resume transfers or change the order on the file queue.

**Restart & Reconnect** - The remote computer can be restarted directly from the session, even in safe mode. You can log back into Windows without knowing the system credentials or requiring a local user to log in locally, even from the support applet and without administrator permissions.

**Portable** - No second rate, low performance web viewers. Program console running native code can be installed on a USB stick to be usable everywhere. Management and configuration options are available through the web.



*A simple interface allows a rapid deployment in any remote support or remote administration scenario, with no more than an hour of training for the teams.*

## Key Benefits

- **Reduce on-site calls.** Close most of the incidents remotely: exchange files with the remote machine; view and control the screen remotely, restart & reconnect the remote computer and automatically log back into the OS, even and Safe Mode.
- **Flexible.** No administration privileges are required, supported in all Microsoft® operating systems since Windows® Server 2003.
- **Rapid incident resolution.** Clients can start sessions almost instantly through several methods. System Information and chat help technicians to rapidly diagnose the situation and undertake the most appropriate action.
- **Give clients a better visibility of their ROI.** Send an automated, comprehensive PDF report at the end of each support session and keep a video record of the remote control activity.
- **Enhance brand awareness.** Provide an exclusive support link with your brand, add your logo and customize the behavior of the support applet interface or add your own terms of service.
- **Optimize available resources.** Detailed reports and real time information about the occupation of resources allows precise performance assessment and shows the opportunities for optimization.
- **Integration.** Accept support requests directly from your web site or from any other software, through a powerful yet simple API.
- **Assurance for clients.** Sessions are protected by 2048-bit encryption. Any action taken on the remote computer is logged and the user informed.
- **Secure.** Granular access rules by user or IP to both the solution and its administration console, and to specific machines to support. Choose the features to be used by each technician.

## Features for HelpDesk Managers

**Granular Tech Management** - Create an unlimited number of technicians with different profiles and granular permissions down to computer level. Limit the program features each tech can use and what type of requests they can generate.

**Groups and Departments** - Organize computers in groups and technicians in departments to easy route support requests, define escalation procedures and have a better control of the workflows.

**Advanced Survey Creation & Reporting** - Create complex surveys in seconds, which can be sent to customers or technicians, supporting multiple languages, different types of questions and advanced editing. Analyze graphical reports on the results and export the data.

**Service Monitoring** - Real time information about all the running sessions, the workload of the techs and missed requests. Detailed reports of each session and business intelligence tools are available for getting the big picture.

**Session Recording** - Record videos of sessions in Adobe® Flash® format, for quality control or training purposes. Videos are automatically hosted by BeAnywhere and can be easily and safely made available to other technicians or to the clients, as a proof of job completion.

## Service Plans

BeAnywhere Support Express is available in three different plans, with differentiated functionalities. All the plans allow the creation of unlimited technician profiles. The number of the technicians that can be using the solution simultaneously is restricted by the license type.

	Lite	Business	Corporate
Number of Techs	1	3	Per Request
Number of Channels	Unlimited	Unlimited	Unlimited
Number of Sessions	Unlimited	Unlimited	Unlimited
Unattended Access	No	Yes	Yes
Session Video	No	Yes	Yes
Session Transfer	No	No	Yes
Request Routing	No	No	Yes
System Info	No	No	Yes
Surveys	No	No	Yes

## Security is the Priority!

BeAnywhere technology is being continuously developed for more than a decade. The proprietary network protocol built in this product is used in thousands of computers around the world, with millions of sessions made every year. Since the beginning, security always prevailed over any other feature.

All communications between the local and remote machines (image transfer, keyboard, mouse, files and clipboard) are encrypted a 2048-bit key. This way, the privacy of all information sent and received by the user is assured. To prevent "man-in-the middle" attacks, all communications containing image, keyboard and mouse commands, files and clipboard have a digital signature that assures the data has not been changed between the sender and the receiver.

Clients are the ones who initiate the connection. The program pops up a warning when a screen sharing, remote control or file transfer is initiated, and that information is also stored on the report of the session. The client can easily terminate the connection at any time by closing the program. Installing BeAnywhere as a service always requires permission from the client. Only then the technicians can start performing unattended sessions.

## System Requirements

**CPU:** Pentium I@450Mhz

**RAM:** 128MB

**OS:** Windows Server 2003, Windows XP, Windows Vista, Windows 7

**Browser:** Internet Explorer 4, Netscape Navigator 4.0, Mozilla Firefox 1.0, Safari 1.3

**Internet:** 28.8Kbps (56Kbps recommended); ability to make outgoing TCP connections (compatible with HTTP or SOCKS proxies)

## 7 ways to start a support session...

**1. PIN CODE** Generate a new PIN code in your tech console and direct your client to [www.startcontrol.com](http://www.startcontrol.com).

**2. SUPPORT LINK** Generate a support link in your tech console and send it to the client.

**3. UNATTENDED ACCESS** BeAnywhere can also be installed as a Windows® service in the remote computer. This way you can access that computer whenever you want, even when the customer is away, with or without system credentials.

**4. WEBSITE INTEGRATION** Embed BeAnywhere with your web site. The applet download is immediate, the session starts and a technician can assist the customer.

**5. CALLING CARD** Generate a calling card in your tech console and save it in your client's desktop. Give your customers a one-click access to your technicians.

**6. SOFTWARE API** Use our simple API to generate support requests from any software. Integrate BeAnywhere Support Express directly on your application and give clients a quick and easy way to get help.

**7. EXCLUSIVE LINK** Setup an easy to remember URL in the format [www.startcontrol.com/yourcompany](http://www.startcontrol.com/yourcompany) for the simplest and fastest connection possible. You can add your company logo to the landing page and still require a PIN code.