Key Features

- Desktop Sharing
- Desktop Conferencing
- Advanced Security
- File Transfer
- Firewall/NAT Friendly

- Whiteboard
- Shared Clipboard
- Web Based Console Management
- Low Cost of Ownership
- Proxy Packet Broadcasting

Problem

A company needs a desktop sharing solution that will allow its support representatives to speed up the resolution of customer issues. The solution should enable one or more support representatives to remotely view and/or control customer computers through firewalls and NAT devices. It should also support advanced features like desktop conferencing, data encryption, file transfer, shared clipboard, and whiteboard.

Solution

SysMaster Desktop Sharing Server is a desktop sharing solution that allows support representatives to view and/or control remote computers in order to speed up the resolution of customer issues. Through eliminating repeat calls and speeding up the resolution of complex calls, our solution allows companies to reduce overall support costs between 25% and 75%, increase productivity, and improve customer satisfaction and loyalty. The solution operates seamlessly with most firewalls and NAT devices and easily integrates with existing support infrastructure.
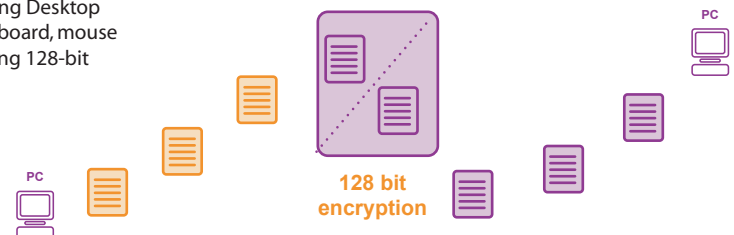
SOLUTION FEATURES

Desktop Sharing

In a Desktop Sharing mode, our server allows one support representatives to remotely view and control one customer desktop. Customers have the option to allow "View only" or "Full control" of their computers. In "View only" mode, support representatives can only view customer desktops whereas in "Full control" mode they take complete control of the remote desktops and can launch applications, transfer files, etc. In "Full control" mode, company representatives have the same computer permissions as the remote user.

Desktop Conferencing

The Desktop Conferencing mode allows one customer desktop to be viewed and/or controlled by several support representatives. That features is designed to improve the resolution of complex customer issues where several specialists may need to get involved. In an alternative scenario, company representatives can use the Desktop Conferencing functionality to present solutions to common issues to multiple customers through streaming information from their desktops.

Advanced Security

SysMaster Desktop Sharing Server utilizes the latest security technology to ensure that data exchange between all computers participating in a session is 100% secure. All information exchanged during remote control sessions, including Desktop Sharing, Desktop Conferencing, File Transfer, Whiteboard, mouse movement and keyboard data is protected by strong 128-bit encryption.


PC

PC

128 bit encryption

Information exchanged during remote control sessions is protected by 128-bit strong encryption.

SOLUTION FEATURES

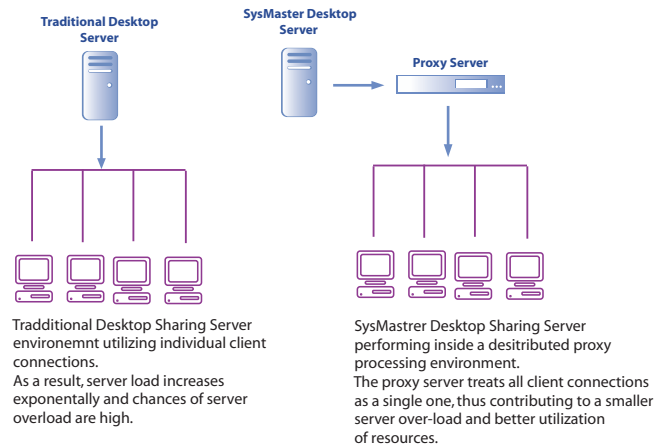## Firewall/NAT Traversal

SysMaster Desktop Sharing Server seamlessly integrates with most existing Network Address Translation (NAT) devices and firewalls. All computers in a desktop sharing session communicate information through outbound connections, using protocols and ports that can transparently transit most home and business firewalls. As the desktop sharing session is initiated from the customer's computer through outbound ports, the solution also works seamlessly with NAT devices.
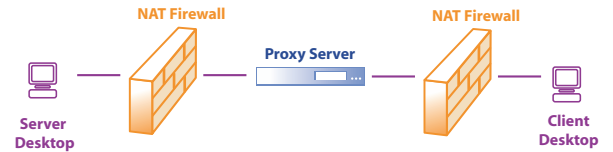
Proxy Packet Broadcasting

SysMaster Desktop Sharing allows distributed proxy processing. This allows 500% performance increase over competing software products that over-load the desktop sharing server due to the fact that the server needs to process all clients' connections individually. In this case, the server load increases exponentially. If utilizing software based Desktop Sharing the chances of overloading the server are very high. In Proxy setup the proxy server is connected to the desktop sharing server with a single connection and is fully responsible to the proper packet distribution to all clients thus outsourcing the server. The Proxy Desktop Sharing model is not only NAT friendly, but also allows unlimited sharing scaleability.

Tradditional Desktop Sharing Server environemnt utilizing individual client connections.
As a result, server load increases exponentially and chances of server overload are high.

SysMastrer Desktop Sharing Server performing inside a desitributed proxy processing environment.
The proxy server treats all client connections as a single one, thus contributing to a smaller server over-load and better utilization of resources.

Web Based Console Management

SysMaster Desktop Sharing Server features an advanced web interface to allow flexible global agent participation and customer management. It fully supports remote and telecommuting agents to provide easy access for outsourcing and ASP module implementation. All agents can enter the system via a secure password-protected web console and manage the system parameters via the advanced GUI interface.

File Transfer

SysMaster Desktop Sharing Server enables fast file exchange between support representatives and customers. That functionality enables representatives to quickly transfer documents or software patches to customer computers and resolve issues quickly. File sharing works independently of desktop sharing so that representatives can continue providing support while large files are being transferred to customer computers.

Low Total Cost of Ownership

SysMaster Desktop Sharing Server is a low total cost of ownership (TCO) solution that pays for itself in a matter of months. Through eliminating repeat calls and speeding up the resolution of complex calls, our solution enables companies to reduce overall support costs between 25% and 75%, increase productivity, and improve customer satisfaction and loyalty. As a turnkey solution, SysMaster Desktop Sharing has low implementation and maintenance costs which further reduces the TCO. With its high scalability, our solution is particularly attractive to companies that plan to expand their support operations.

Shared Clipboard

SysMaster Desktop Sharing Server enables clipboard sharing between all computers in a session. That feature enables support representatives to easily cut, copy or paste text and graphical content between local and remote computers.

Whiteboard

The whiteboard functionality allows customer representatives and customers to draw and type on each other's screens in real time. It is designed to enable support representatives to communicate with customers in free-form format. The feature greatly improves customer satisfaction, reduces call-handling times and improves productivity.

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