RDS | REMOTE SUPPORT

RDS-Remote Support enables your team to fix issues remotely, provide unattended maintenance and updates to RDS servers and endpoint PCs, and assist remote users and clients via screen sharing and remote control, securely, via encrypted connections.

Secure Windows Remote Support Solution.

For IT professionals who need a reliable solution for internal maintenance or customer support teams looking after distant customers – this is it!

1 CLICK
To start session sharing

20 FEATURES
To provide efficient help

INSTANT REMOTE ASSISTANCE

Existing solutions like TeamViewer are unnecessarily complex and prohibitively expensive! IT professionals need a simple, affordable, and secure remote support tool to provide remote maintenance and assistance. With RDS-Remote Support, Support agents are fully equipped to assist their remote clients thanks to a secure access that grants them control of the client's mouse and keyboard, ability to view files and applications, as well as troubleshoot any problem.

REMOTE SUPPORT

Agents can remotely control the screen, mouse, and keyboard of end-users with just one mouse click from the end-user. The chat box appears immediately after the connection is established, and the remote support session starts. Agents can work independently or collaboratively, with multiple agents able to connect to the same remote computer.

CHATBOX

Both agents and end-users have a customized chat box. The agent's chat box contains necessary information and all the standard functions required to run the session. The end-user chat box is designed for a user-friendly experience and includes key functions such as:

- File transfer
- Language selection
- Send command lines
- Multi-monitor support
- Clipboard synchronization
- Remote Computer information (system, hardware, user account)
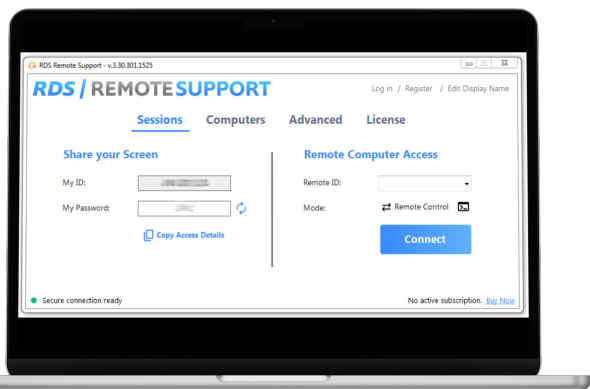
SESSION RECORDING

RDS-Remote Support allows agents to record the remote support sessions and take screenshots of the remote screen to then send them to their clients for a better customer service experience.

RDS TOOLS

RDS / REMOTE SUPPORT

QUICK CONNECTION. ZERO SETUP. ⌄

End-users and support agents can start quickly and easily by downloading and running a simple program. The end-user simply shares their ID and password with the agent, and the connection is established quickly. Our servers do all the hard work. Admins can even create a LITE connection client for an easier connection.

ATTENDED AND UNATTENDED ACCESS ⌄

Agents can add remote machines to the list of available unattended computers and access them with three available actions: connect, open command prompt, and remove. Unattended computers can be organized using groups and easily found using the search bar.

SECURITY AND HOSTING ⌄

Remote Support leverages the power of industry-standard TLS encryption to ensure the security of your remote support sessions. The servers powering RDS-Remote Support are expertly managed and located globally for optimal customer experience.

PRE-REQUISITES ⌄

1

HARDWARE

RDS-Remote Support is compatible with 32-bit and 64-bit architectures.

2

OPERATING SYSTEM

The connection client is compatible with Microsoft Windows version 7, Service Pack 1 (build 6.1.7601) or Windows 2008 R2, Service Pack 1 (build 6.1.7601) or higher..

2

SOFTWARE

- RDS-Remote Support relies on .NET Framework runtime 4.5.2 or higher to run
- RDS-Remote Support requires an Internet connection.

CUSTOMIZATION ⌄

Support agents can customize the connection client program with their own branding for a more streamlined experience for their customers. This not only adds to their corporate brand, but also simplifies the end-user connection client for quicker and easier support.

FULL SAAS SOLUTION ⌄

RDS-Tools goes above and beyond by not only managing the connection servers but also automatically updating the connection client software. If an agent or end-user starts the remote support program with an outdated version, the software will update itself to the latest version, complete with all the latest fixes and features, every time.

RDS TOOLS

🏢 RDS-Tools Software

🌐 www.rds-tools.com

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RDS TOOLS