



# Plus Remote Support Suite



Your fast and easy way to support customers securely via the Internet



Are you trying to reduce your support costs and increase customer satisfaction, faster? HEAT® Plus Remote Support Suite – powered by LANDesk® – lets you instantly support the customers on your network without deploying and maintaining client software, using a powerful suite of remote problem-resolution tools. Our firewall-friendly technology uses SSL-encrypted sessions that enable instant support anywhere, anytime over the Internet.

Deliver increased first-call resolution and shorter average call times with easy-to-use, on-demand remote technology:

- Powerful problem-resolution tools enable your help desk personnel to quickly solve PC problems: Remote control, real-time system information, chat, file transfer, remote execute and reboot
- Server software is quick and easy to install on your existing infrastructure
- Exclusive on-demand technology downloads and installs the client software onto the remote PC only when it is needed – eliminating the costly practice of deploying and maintaining client software by the IT staff
- Client software automatically removes itself after the issue is resolved
- HEAT Plus Remote Support Suite includes seamless integration with HEAT® Service & Support™ to provide a single point of help desk administration and resolution
- SSL encryption provides secure support for remote PC's via the Internet

### Easy Steps to Instant Support

1. Customer calls help desk and an incident is created. The customer is directed to a pre-defined Web site.
2. Client software is installed on the customer's PC.
3. Help desk technician determines and fixes the issue remotely.
4. Client software automatically uninstalls when the session has ended.

### Simple and easy to use

On-demand technology means there's no installation and maintenance of client software on remote PCs. Help desks and customer support departments can quickly install and begin using HEAT Plus Remote Support Suite's remote resolution capabilities. After a quick server install and simple integration into your existing infrastructure, client software is loaded "on-demand." After the session, the client software is automatically removed.

### Control your support costs

HEAT Plus Remote Support Suite is a powerful tool set that you license, not a service that requires a subscription. The HEAT Plus Remote Support Suite solution gives you all the tools – and more – found in traditional remote-control software.



HEAT® Service & Support™: Winner of the User's Choice Gold Award three years in a row—1999, 2000, 2001

### Features & Benefits

- On-demand technology eliminates installation and maintenance of client software
- Incident-resolution tools: Remote control, real-time system information, chat, file transfer, remote execute and reboot
- Fast installation of server software enabling easy to use, instant support
- Reliable application-layer remote control helping to eliminate potential conflicts with most video drivers
- Worldwide support through firewalls enabling anytime, anywhere support over the Internet
- SSL-encrypted sessions to protect remote support activities
- Enhanced reporting and auditing capabilities

### Integration with HEAT Service & Support

Like the rest of the HEAT family, HEAT Plus Remote Support Suite is pre-integrated with HEAT Service & Support to create a unified incident tracking and resolution environment. The integration module provides:

- A HEAT Plus Remote Support Suite launch within the call log
- Automatic update of the call journal from log information that is tracked within the resolution session
- Automatic population of the configuration detail information from a real-time system information extract



### SYSTEM REQUIREMENTS

#### Server Install

- OS: Microsoft® Windows® NT 4.0 SP6a, or Windows 2000 SP3, or Windows XP Professional
- Disk Space: 10 MB of free disk space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection (You will receive better performance using DSL, Cable or a Satellite connection).

#### Console

- OS: Windows 95 OSR2, Windows 98SE/ME, Windows NT 4.0 SP6a, Windows 2000 SP3, or Windows XP Professional
- Disk Space: 5 MB of free space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection
- Browser: Microsoft® Internet Explorer® 5.0 (version 5.5 or later recommended)

#### Client

- OS: Windows 95 OSR2, Windows 98SE/ME, Windows NT 4.0 SP6a, Windows 2000 SP3, or Windows XP Professional
- Disk Space: 500KB of free disk space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection
- Browser: Microsoft Internet Explorer 4.0 to download the CAB (version 5.5 recommended)

#### Resident Client

- OS: Windows NT 4.0 SP6a, Windows 2000 SP3, or Windows XP Professional
- Disk Space: 500KB of free disk space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection

#### Broker Admin Web site (Secure Configuration only)

- Web Server: Microsoft® IIS 5.0 or greater
- Browser: Microsoft Internet Explorer 5.5 or later; Netscape® Navigator® 6.02 or later; Mozilla 1.0 or later

A sneak peek at HEAT—with no obligation. No forms. No data capture. View the new and powerful HEAT® Service & Support™ with no obligation at [www.frontrange.com/heat/heat\\_demos.asp](http://www.frontrange.com/heat/heat_demos.asp). If you would like to talk to a HEAT professional today, please call 800.776.7889.

To learn more about HEAT add-on modules, other services and support for your HEAT Service & Support product, please visit [www.frontrange.com](http://www.frontrange.com).