

# SimpleHelp

Control and View All of your Systems

formerly  
**XVUE**

## XVUE® and SimpleHelp® form a Strategic Alliance

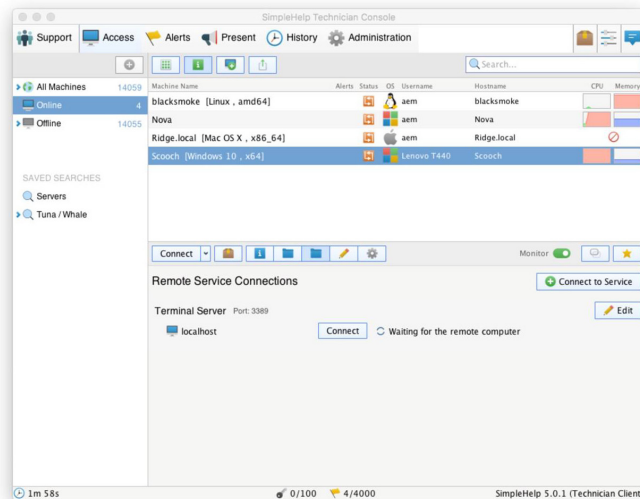
NetX has formed a strategic alliance with SimpleHelp® to jointly market SimpleHelp's suite of products to customers worldwide.

SimpleHelp® 5.0 has been released with Standard, Business, and Enterprise editions designed for customers of all sizes. The XVUE® brand will be replaced with the SimpleHelp® suite of products.

Standard	Business	Enterprise
5 Presentation Attendees	Unlimited Presentation Attendees	Unlimited Presentation Attendees
Base Features	Base Features	Base Features
Remote Support, Remote Access, Mobile, Live Monitoring, Active Directory, Presentations, Video, Mass Deployment.	Remote Support, Remote Access, Mobile, Live Monitoring, Active Directory, Presentations, Video, Mass Deployment, Alerts, Mass Control, Mass Toolbox.	Remote Support, Remote Access, Mobile, Live Monitoring, Active Directory, Presentations, Video, Mass Deployment, Alerts, Mass Control, Mass Toolbox, RADIUS, High availability Failover, RA clustering, Reporting.

## Overview

SimpleHelp® controls remote users on-demand, monitors remote systems and receives alerts when they need maintenance. SimpleHelp® is a stand-alone product and integrates with 3rd party solutions.



## Support Remote Users

### Powerful tools increase team productivity

- Multiple simultaneous remote sessions allow you to connect to multiple users at the same time.
- Virtual queues of users let you specify which users a technician is able to view and support.
- Transfer a session to a colleague to both support the same user.
- Create technician groups to simplify management of many technicians.
- Block user's display and input to prevent them from interfering while you work.
- Session logs, history and advanced logging allow you get historical support related information.
- Multi-language, multi-locale support.

## It's Easy to Take full control of user's desktop

1. User clicks link for support.
2. Notification pops-up to alert a technician.
3. Technician starts chat and takes control.

## Monitor and Update Remote Computers


### Continuously gather metrics

- CPU and memory utilization allow you to easily see what resources are being used.
- Continuously updating screenshots help keep track of remote machines without starting a session.
- Identify processes utilizing the most CPU to find out which applications are making your customers wait.
- Fetch and modify remote files and folders without starting a session.
- View the hostname, LAN IPs and WAN IP, and MAC addresses.
- Disk space across multiple drives helps identify when a disk is running low on disk space.
- Receive alerts based on pre-defined thresholds, such as system offline or Anti-Virus no longer running.

## Improve IT service levels

- Fix IT problems before users even notice.
- Diagnose the root cause quickly.
- Detect warning indicators and prevent downtime.
- Track stolen computers.
- Monitor a user's activity.


## SimpleHelp



Customer Access

Customers connect to your XVUE server to establish on demand support session.


[Open Customer Page](#)



Technician Access

Technicians log into your XVUE server to connect to customer and remote access computers, and to host presentations.

[Open Technician Page](#)



Remote Access

Remote access computers register with your XVUE server so they can be connected to and controlled by technicians.

[Open Remote Access Page](#)

## 3rd Party Integration

- Altiris
- Ghost Solution Suite 3.x
- KACE
- ServiceNow

## Simple to Install and Own

- Just one server download for Windows.
- Install SimpleHelp®, flexible implementation design.
- Quick firewall-friendly setup.
- No compromises on security ensures safety and control.

## Server Requirements

- Windows Server 2008 or later.

## Remote Computer Requirements

- Windows 2000 or later.
- Mac OS X 10.5 or later on Intel.
- 32bit or 64bit Linux.

**Request a live demo and free trial of SimpleHelp®.**  
(609) 298-9118 • [simplehelp@netxinc.com](mailto:simplehelp@netxinc.com)