



Control and View All of your Systems Work from Home Securely and Easily

SimpleHelp® and Cherwell Integration

The SimpleHelp and Cherwell integration will allow customers to add a Remote Control and Systems Management solution into the CSM using the mApp available here:

<https://www.cherwell.com/marketplace/simplehelp-integration-with-cherwell/>

Cherwell customers get a **90 day Free Trial**, we provide installation and training at no cost.

<https://netxinc.com/simplehelp-cherwell-integration/>

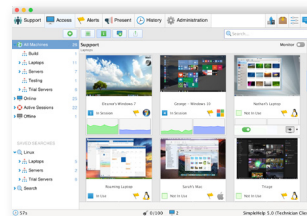
SimpleHelp is very inexpensive but powerful and provides Systems Management Capabilities:

- Remote Control
- Software Delivery
- File Transfer
- Monitoring and Alerting

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 clusering, 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 Local and Remote Users Powerful tools increase team productivity

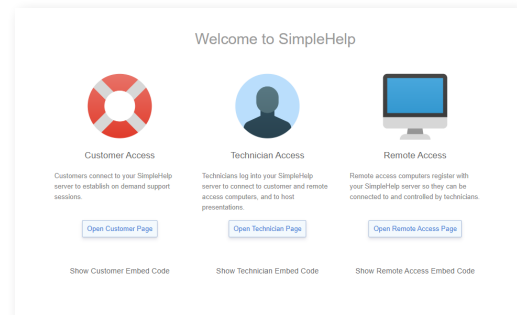
- Multiple simultaneous remote sessions allow you to connect to multiple users at the same time.
- Virtual queues of users let you specify which users a technician is able to view and support.
- Transfer a session to a colleague to both support the same user.
- Create technician groups to simplify management 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.

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 prevents downtime.
- Track stolen computer.
- Monitor a user's activity.



Work from Home Made Easy



- Enable Remote Work for a PC at the Office
- Low licensing cost \$3/connection per month

3rd Party Integration



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, Linux or Mac

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®.

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