

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

## XVUE® and SimpleHelp® form a Strategic Alliance

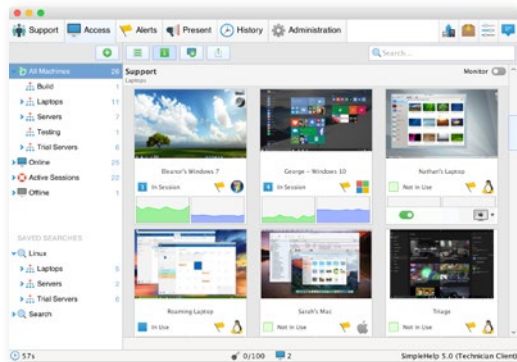
NetX has formed a strategic alliance with SimpleHelp® to jointly market SimpleHelp's suite of products to customers worldwide.

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<br>Presentation Attendees  | Unlimited<br>Presentation Attendees   | Unlimited<br>Presentation Attendees   |
| Base Features  | Base Features   | Base Features   |
| Remote Support,<br>Remote Access,<br>Mobile, Live Monitoring,<br>Active Directory, Presentations,<br>Video, Mass Deployment. | Remote Support,<br>Remote Access,<br>Mobile, Live Monitoring,<br>Active Directory, Presentations,<br>Video, Mass Deployment,<br>Alerts, Mass Toolbox. | Remote Support,<br>Remote Access,<br>Mobile, Live Monitoring,<br>Active Directory, Presentations,<br>Video, Mass Deployment,<br>Alerts, Mass Toolbox, RADIUS,<br>High Availability Failover,<br>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 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.

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

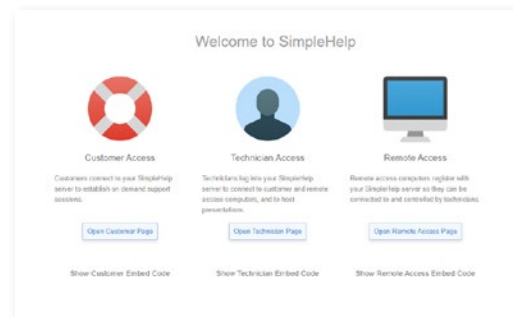
- User clicks link for support.
- Notification pops-up to alert a technician.
- Technician starts chat and takes control.

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



## Work from Home Made Easy

**NEW**

- 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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