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

## NetX 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 offers 3 license tiers - Standard, Business, and Enterprise.

Standard	Business	Enterprise
1000 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 Toolbox.	Remote Support, Remote Access, Mobile, Live Monitoring, Active Directory, Presentations, Video, Mass Deployment, Alerts, 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.
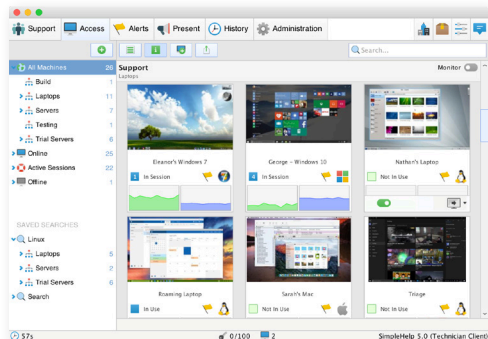
Support Local and Remote Users
Powerful tools increase team productivity

- 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.
- iOS and Android support apps that allow customers to connect to your support server from a mobile device.

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

Welcome to SimpleHelp
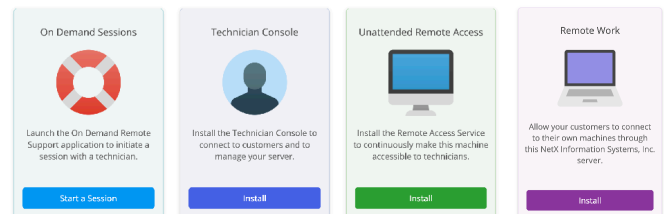
Work from Home Made Easy   NEW

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

3rd Party Integration

Add 3rd Party integrations with IT Management Platforms like Kace and others.

KACE

Simple to Install and Own
- Single File Server Installer.
- 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 Servers and clients
- Mac OS X 10.5 or later on Intel.
- 32bit or 64bit Linux.
- iOS and Android

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