

Access remote computers, Point of Sale (POS) systems or other devices without customer presence.

Create distributed remote access networks without investing in costly VPN hardware or dial-up modem banks.

Provide proactive support during application, OS, or hardware upgrades to confirm system availability, troubleshoot, and resolve issues.

Eliminate costly field visits while increasing customer satisfaction and retention.

Maximize equipment performance, uptime, and availability with a secure, encrypted solution.



View and control unattended remote servers, desktops, POS systems, or other devices to resolve problems in real time, regardless of firewall restrictions. Offer premium support using WebEx™ SMARTtech.

Service any computer as if you were on site, without spending time and money on travel. Solve customer support and internal IT help desk problems quickly and easily right from your browser. Initiate remote reboots, file transfers, and system upgrades, while auto-recording all your sessions for a completely auditable activity log. Count on SMARTtech to boost productivity and improve customer satisfaction.

Gain more customers and watch revenues grow.

Differentiate yourself by offering premium support that keeps equipment highly available without customer intervention. Then leverage your improved efficiency to establish Service Level Agreements (SLAs) that will blow your competition away.

Reduce costs while managing better.

Maximize your savings by managing thousands of computers distributed over various customer sites or networks without relying on service visits — or investing in new hardware or software to implement your solution. Replace costly and inefficient dial-up and private network solutions with secure web-based access that's protected with up to three authorization levels.

Meet your SLAs with always-on performance.

SMARTtech remote access is delivered on demand over the WebEx MediaTone™ Network, a private global network. No new software or hardware is required, making it easy to implement and easy to scale as your support needs change. The MediaTone Network offers better than 99.99% reliability, as well as robust security. Your information is never persistently stored on our servers and 128-bit SSL and AES encryption ensures all your support calls are private and secure. And WebEx is SAS 70 and WebTrust™ certified.

“The SMARTtech solution improves our customer satisfaction because we can get in and fix things rapidly. We can be more responsive to our customers and we don't have to rely on their presence to ensure our solutions are performing the way they're supposed to.”

— Eric Sanabia, Manager of Integration, InfoGenesis



Manage and resolve remote support issues fast with these powerful features:



Remote Desktop and Application Control

View and control remote desktops or specific applications only. Work with multiple applications within a single session.

File Transfer

Transfer files and folders to and from remote systems to apply patches and updates, or retrieve data files for in-depth analysis. No complicated process. Just drag and drop.

Remote Printing

Print registry data, error messages, and other critical data from a remote computer to a local printer.

Call Escalation

Reduce downtime and increase first call resolution by inviting subject-matter experts or partners to join sessions on the fly.

Chat

Enhance communication between customers and TSRs and others involved in sessions.

Reboot and Reconnect

Ensure fail-safe reconnection and reliability by closing all applications, rebooting, and reconnecting after reboot with a single command.

Comprehensive Session Log

Capture reboot, file transfer, and application switching activity to later review details for any session.

Annotation Tools

Highlight, circle, or point to specific areas to increase understanding and speed resolution when customers or other TSRs are present during a session.

Session Recording, Editing and Playback

Record sessions manually or automatically for auditing or archival purposes. Edit and record audio to create self-service and training content.

Shortcut

Create a quick-access shortcut to the computer you are working on.

Firewall Friendly

Work through most firewalls without opening additional ports. SMARTtech operates through standard http and https ports.

Support Servers with Proxy Server Authentication

Access servers easily and increase the productivity of your support team.

Access Control

Assign user access to individual computers or groups of computers. Set passwords at the site level, group level, and/or individual computer level. Automatically expire passwords after a pre-defined time and set strict criteria to retrieve passwords.

Phone Authentication

Add another layer of security by using phone authentication along with password control.

Group Management

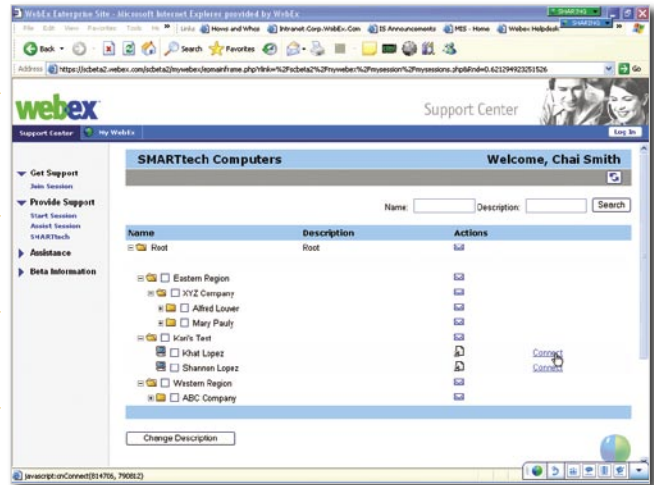
Improve management and accessibility by grouping computers and assigning access at the group level.

E-mail Notification

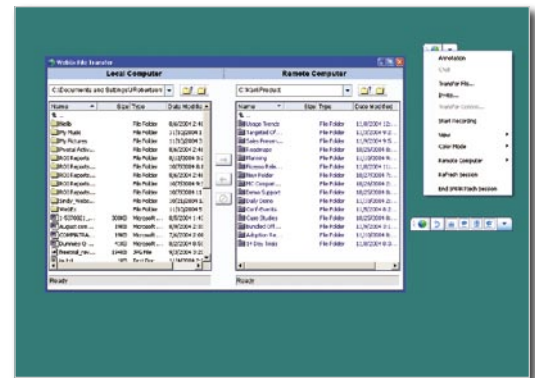
Notify customer when a computer is accessed and e-mail a transcript at the end of a session.

Reporting

Track SMARTtech usage and identify trouble spots with usage reports sorted by TSR and/or computer.



Launch sessions right from your directory. See all the computers you are responsible for supporting.



Transfer files and folders in an instant. Just drag and drop.

Minimum Windows Requirements

Windows 98 and higher, 400MHz processor with 128MB RAM, 56K Internet connection.

Web Browser Support: Internet Explorer 5.x and 6, Mozilla 1.6, Firefox 1.0, Netscape 4.7, 7.

Find more information about WebEx SMARTtech and other web meeting applications at www.webex.com/applications.