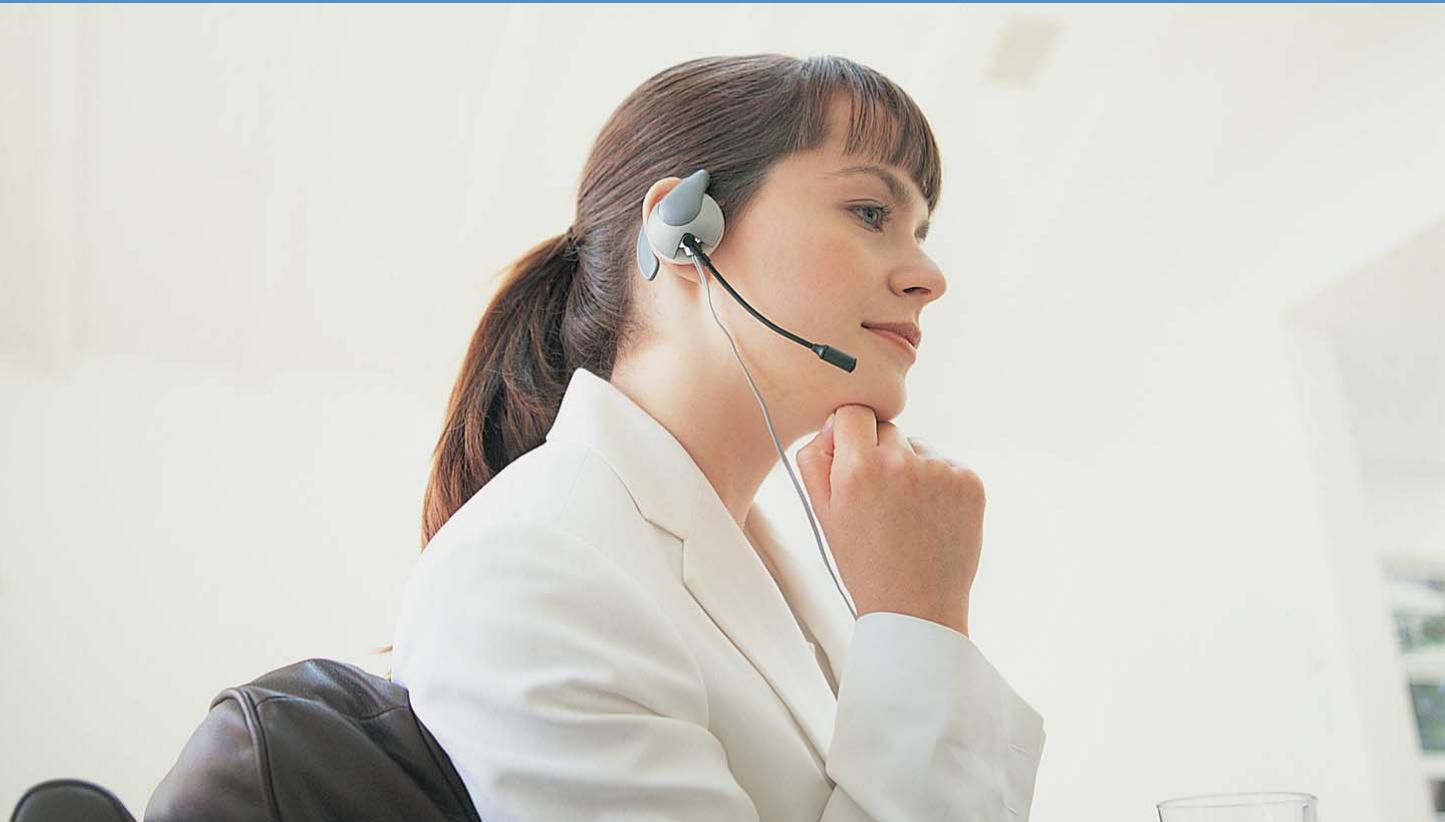


Ever tried to explain by telephone how to install a driver and end up walking to the person's desk and doing it yourself anyway?

NTRsupport saves you the walking



**Deliver On-Demand Remote Support  
to Your Customers or Employees  
– Anywhere and Anytime.**

NTRsupport is the easiest, most secure, and affordable web-based remote support solution available today. With just a web browser and an internet connection, using NTRsupport you can establish an immediate connection between your PC and the PC or Mac of your customer providing on-demand remote technical or sales assistance as if you were sitting right next to them.

NTRsupport allows your support professionals to quickly resolve customer support issues by allowing them to focus directly on diagnosing and solving the problem or educating their customers, and less on visualizing problems over the phone and blindly guiding customers toward a solution.

# Add Remote Control Applications that Drive Productivity

**"NTRsupport's impact on our ability to provide excellent support service has been more positive than any other remote support tool we have implemented. The setup was very easy, and we were up and running within a day."**

CIO of Retalix

NTRsupport allows you to establish highly secure support sessions with customers, then view and take shared control of their computer. This means your customers receive fast and highly secure support without having to go through multiple calls to diagnose problems. No more expensive on-site visits or downtime. With NTRsupport your clients connect, receive support, and then continue working almost immediately.

## Benefits for Your Business

- Shorten call times and reduce repeat calls for the same issue
- Decrease the need for on-site visits
- Increase first time call resolution
- Upload customer files for quick analysis or download patches and updates
- Diagnose and resolve problems faster via remote screen sharing
- Improve customer satisfaction by resolving issues on the first attempt
- Provide off-site technical support without ever leaving your office
- No software pre-installation or port configurations required

## Key Features

NTRsupport is setting the standard worldwide for affordable, secure and easy-to-use remote support solutions. Currently used by thousands of businesses around the globe, NTRsupport helps to decrease costs and to increase employee and customer satisfaction. NTRsupport is sold as an ASP or an on-site license model – making it the perfect remote support solution for any company.

The industry-leading feature set of NTRsupport allows you to:

**15 Days  
Free Trial**  
[www.ntrsupport.com](http://www.ntrsupport.com)

- Instantly view your customer's desktop
- Solve problems via remote screen sharing
- Access and support unattended PC's and Macs
- Take remote control of your customers' PC or Mac in seconds
- Attend up to five customers simultaneously
- Transfer files from and to a customer's computer system
- Reduce your telephone support costs by using the VoIP capability
- Give the human touch during remote support by having a videoconference with your customer

For a detailed description of all NTRsupport features, please consult our latest NTRsupport Data Sheet or go to [www.ntrsupport.com](http://www.ntrsupport.com)

## How It Works



**Operator**

Remote Control  
 Chat  
 File Transfer  
 Voice over IP  
 Video



**Customer**  
 PC & Mac

### Log in to Your Account

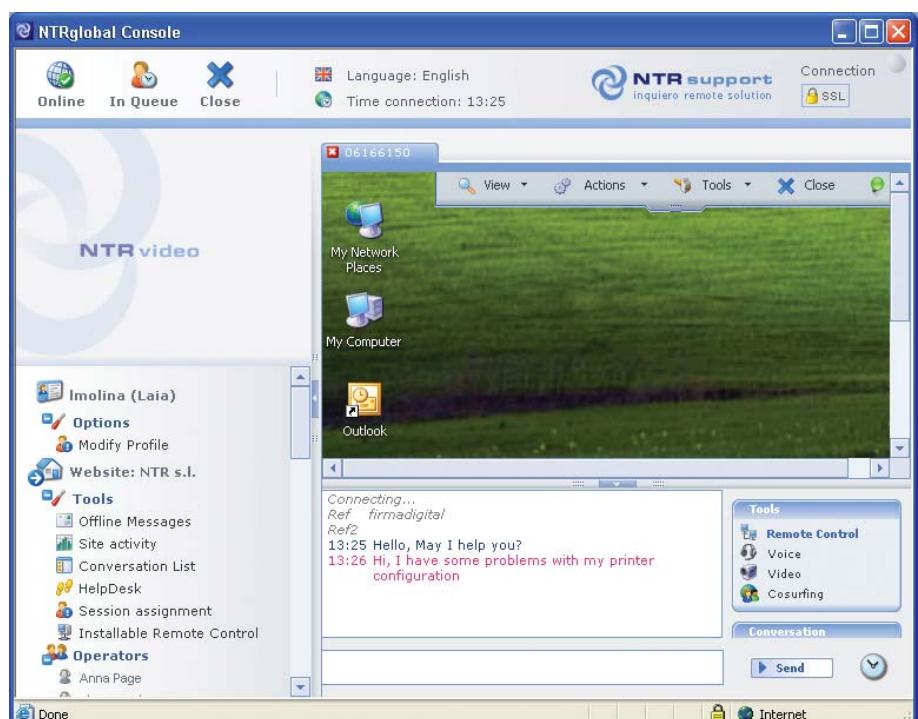
To start a support session just login to your NTRsupport Operator account using your Operator login name and password. After you log in, the Operator Console will appear in your Web browser. You are immediately become online and are available to receive a chat request or to initiate a support session with a customer.

### Start a Remote Support Session

To start a support session your customer just clicks on the NTRsupport live contact button on your website or clicks on a URL link or live contact button embedded in an e-mail invitation. For organizations offering phone support, support sessions can be initiated directly via the NTRsupport direct connection using a unique 5 digits session code. NTRsupport prompts customers before initiating any remote access, control or monitoring sessions. Once a remote control has been allowed, support professionals can view a customer's PC as if they were sitting right in front of it.

### The Administration Center

NTRsupport comes with an Administration Center, allowing you to customize the application interface, run metrics and statistics, create customized reports, group, manage and configure your NTRsupport licenses. With the Administration Center you can obtain complete reports on support representative activity (such as connection times, number of conversations established, messages answered, and the website pages from which the greatest number of queries have been made) and much, much more!



## Our Customers

NTRsupport's remote support solution have found a home in, small, medium and major size businesses, national and local governments, non-profit institutions and educational facilities around the world.

**TOSHIBA**

**HONDA**

**TENOVIS**

**MANGO**

## Security

NTRsupport uses the latest technology to ensure that all data is completely secure between your support representatives and customers, both during and after any support session. The security measures incorporated such as AES 256-bit encryption are designed to stop any unauthorized person from gaining access to NTRsupport's data, programs or systems.

## System Requirements

To ensure you are receiving the best solution, NTRsupport offers both ASP/Hosted and On-site Software solutions.

For a detailed description of each option and its system requirements, please consult the latest NTRsupport Data Sheet or go to [www.ntrsupport.com](http://www.ntrsupport.com).



**NTR** global

Surrey Technology Centre, 40 Occam Road  
The Surrey Research Park, Guildford  
Surrey GU2 7YG, UK  
Tel. +44 (0) 8703 661 331 | [www.ntrglobal.com](http://www.ntrglobal.com)  
Fax +44 (0) 1483 688 154 | [uk@ntrglobal.com](mailto:uk@ntrglobal.com)

Do you want to find out about  
how to solve your clients' IT  
issues faster as well?

Sign up now for a free 15-day trial on [www.ntrsupport.com](http://www.ntrsupport.com)!