

## Key Features

NTRsupport is setting the standard worldwide for affordable, secure and easy-to-use remote control 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 includes:

### Other Standard Features of NTRsupport:

- Instant Chat, Pre-Set Chat Responses and URL push
- Co-browsing
- **New Application Selection** – Both the support representative and the customer can restrict remote control to a specific application or group of applications.
- Intelligent Incident Routing
- Security Access / Permission Notifications
- No software pre-install for your support representative or your customer
- Fast into session – Smallest customer download (20-60k) available on the market today.
- Change languages on the fly- provide remote support in 14 different languages with more on the way.

### Optional Features:

- Direct Support for Applications (DSA) – Integrate NTRsupport into any Windows-based application.
- NTR helpdesk — A complete incident ticketing and tracking system, which is fully integrated within NTR support.
- Additional Installable Remote Controls
- Integration Toolkit – Integrate NTRsupport into your existing applications and databases with open APIs and customisable interfaces.

### Coming soon:

- Session Recording and Session Replay

\* Mac is a trademark of Apple Computer, Inc.

### AES 256-bit Encryption

Security is an important issue with remote support users. All Remote control sessions are encrypted with 256-bit AES encryption and strict security measures that refuse unauthorised personnel access to your data, programs and systems.

### On Demand Remote Control

Using the Remote Control feature, the support representative can view and take shared remote control of the customer's computer in seconds. NTRsupport allows you to take remote control of any PC or Mac today, with remote control for Linux coming in 2006.

### Unattended Remote Control

The unattended remote control feature allows your support representatives to control, manage and administrate remote computers even if no one is present at the remote machine. Each NTRsupport license comes with 5 Installable Remote Controls (IRCs) free of charge. The IRC can be temporarily or permanently installed on a remote machine, and once it is installed, will give the support representative full access to that machine.

### Desktop Sharing

Give an online presentation, demonstration or training for up to 5 people from your desktop.

### Remote Diagnostics

With Remote Diagnostics, you can easily gather technical information about the customer's computer such as details about the operating system, service packs, IP configuration, free and total memory.

### Multiple Session Capability

With one NTRsupport license your support representative can hold up to five simultaneous remote support or live chat sessions, thereby increasing the efficiency of your support team.

### File Transfer

Easily transfer files to and from a customer's system.

### VoIP and Videoconference

Reduce telephone costs by using our built-in VoIP capability. Let your customers see and hear you with NTRsupport, and bring the human touch back into remote support.

### Support Incident Escalation / Session Transfer between Representatives

By simply clicking a button, support incidents can be transferred between your support representatives, decreasing the time associated with escalation and reducing incident backlog.

### Administration Center

Each NTRsupport account comes with an Administration Center. The powerful Administration Center of NTRsupport allows the Operator interface to be customised; personalised metrics, statistics and reports can be created, and NTRsupport licenses can be managed and configured in detail.

### Reboot and Reconnect

The Reboot/Reconnect feature allows you to reboot and automatically reconnect the customer's computer during a support session e.g. after installing updates or new applications.

**15** Days  
Free Trial

[www.ntrsupport.com](http://www.ntrsupport.com)

## Security

NTRsupport uses the latest technology to ensure that all data exchanges are 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 unauthorised person from gaining access to NTRsupport's data, programs or systems.

Security measures are implemented on three levels:

### Secure Access

NTRsupport limits access to all its utilities using logins and passwords. Administrators can select different access privileges and IP ranges for each Operator. Passwords are stored encrypted and do not travel across the Internet during the login process.

### Secure Data Transfer

NTRsupport uses the user's password, strict security algorithms and additional, as needed, security levels to encrypt data before transfer, ensuring total security.

### Secure Data Storage

The data is also stored in the database in an encrypted format. Rapid decoding allows for instant retrieval when an Administrator needs to consult the session data.

## System Requirements

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

### ASP (Application Service Provider)

Under the ASP model invest a small monthly fee without worrying about installation, security, updates, monitoring, or database maintenance - we will take care of all that for you.

### On-site Server Software Solution

With the Server Software License, purchase NTRsupport's remote support solution and install it on your own server. Only recommended if your company has sufficient IT resources to manage the server.

### Minimum Technical Requirements to install a License:

- Windows 2000 Server
- SQL Server 2000 Database
- Internet Information Server

### Minimum Hardware Requirements to install a License:

- Pentium 4 at 2 GHZ
- 1024 MB RAM
- Fixed IP Address

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