



 RemoteCall

 RemoteCall + mobile pack

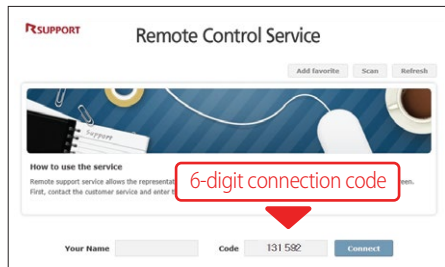
 RemoteCall + visual pack

RemoteCall, RemoteCall + mobile pack and RemoteCall + visual pack are trademarks of RSUPPORT Inc.

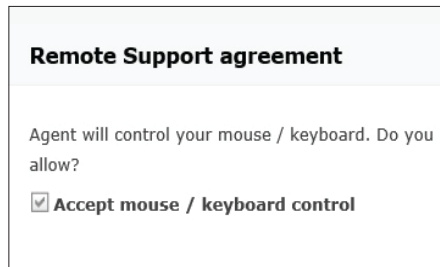


“Real-time Remote Screen Sharing!”

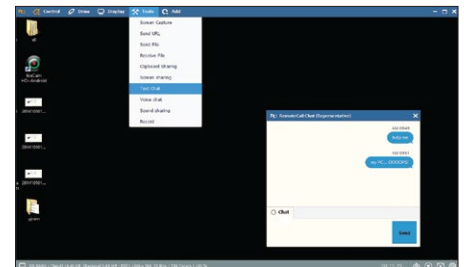
How does RemoteCall work?



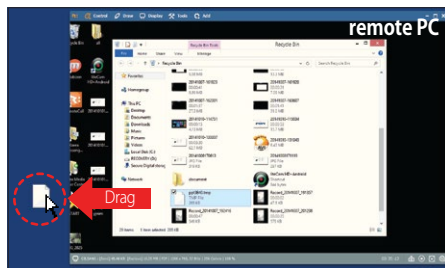
Invite the customer to connect by providing a unique 6-digit connection code



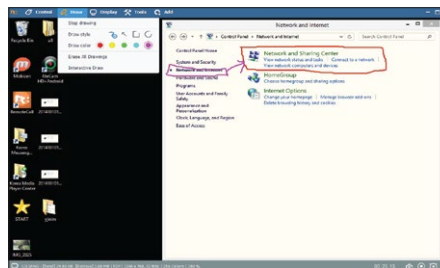
Access the customer's PC once they have connected and authorized control



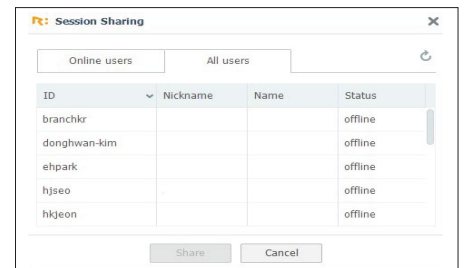
Easily live chat with the customer



Conveniently transfer files to and from the remote PC using the 'Drag and Drop' feature



Draw on the Remote PC to enhance communication



Share the session with another representative to decrease resolution time

Cases

- Support In-house IT
- Collaborate with Co-workers
- Maintain Servers
- Remote Presentations

For Customer

Supported Operating Systems



Mac OS X



Windows



Linux

Key Features

All Browsers Supported

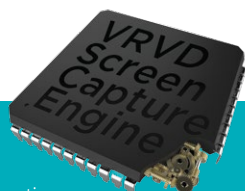
Session Recording

Voice and Text Chat

Support History

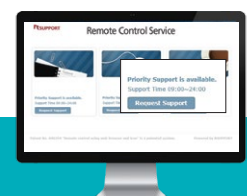
Only RemoteCall

Patented VRVD Engine
Seamless support even when connecting with low-spec PCs or over slow internet connections.



Special RemoteCall

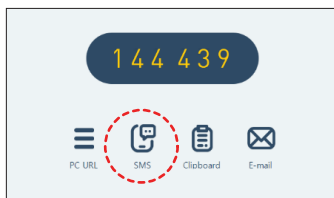
Queuing System
Ability to access a specific subject to request remote support



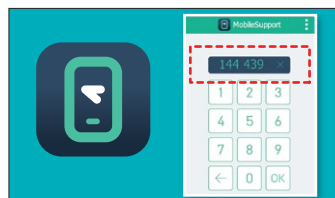


“Support all smartphone include Android and iOS”

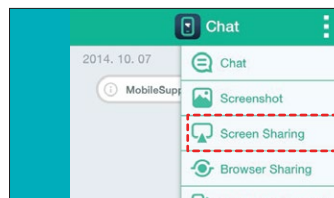
How does RemoteCall + mobile pack work?



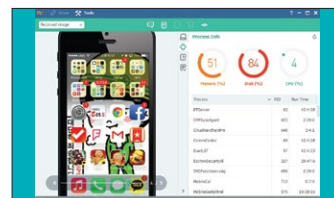
Send the app download link to the customer via SMS



Provide the customer with a unique 6 digit connection code



Request permission to view and control the customer's mobile screen



Easily control the customer's device to resolve the issue

Share iOS screens in real-time



Web-Browser shares



Cases

- Telecom Carriers
- Device Manufacturers
- Healthcare
- Financial Applications
- Business Customers

Customer

Supported Mobile Devices



iOS



Android

Key Features

Network
Auto-switching

Mobile Support
Reservations

Connect using
a Phone Number

Tap & Swipe
Mobile Control

Only RemoteCall

Unbeatable Security

Sessions are entirely secure due to a one time connection code, customer controlled access and a 256-bit SSL encryption.



Special RemoteCall

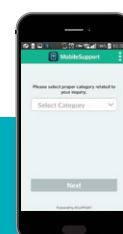
Queuing System

Ability to access a specific subject to request remote support

Please select proper category relate your inquiry.

Select Category

Next



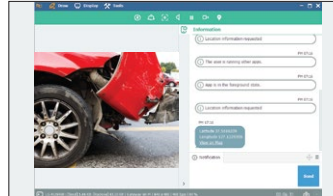


“See the Issue, Solve the Problem”

How does RemoteCall + visual pack work?



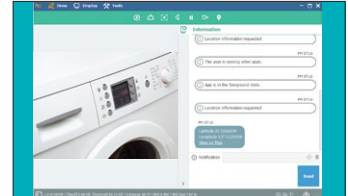
Connect with the customer by sending a connection code and ask them to point their camera at the issue



Accurately diagnose the problem by viewing the real time video being streamed to agent's PC screen

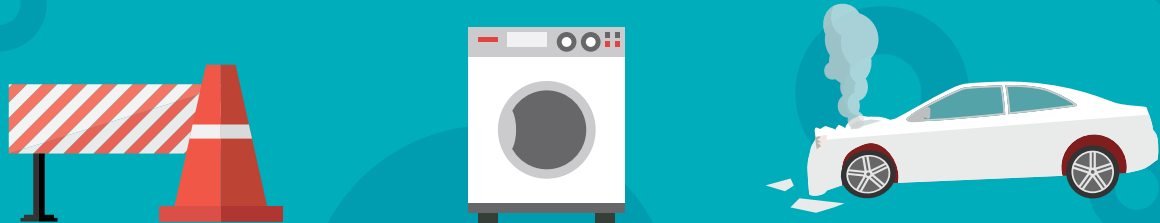


Use livechat, draw on the screen or speak with the customer to provide further instruction



Record the session or share it with another representative to decrease resolution time

Visually solve problems for fast and efficient support in a Variety of Situations



Cases

- Reduce on-site visits
- Assess an accident scene
- Support consumer hardware products
- Check the status of construction work

Customer

Supported Mobile Devices



Key features

Adopted by Multiple Industries

Location Detection for On-Site Visits

Remotely Control Device Flashlight

Switch Between Front and Rear Cameras

Adjust Picture Quality

On Screen Drawing

Only RemoteCall

Unified Agent

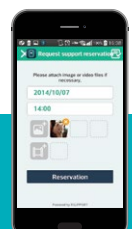
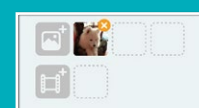
Use unified session code for all RemoteCall products conveniently



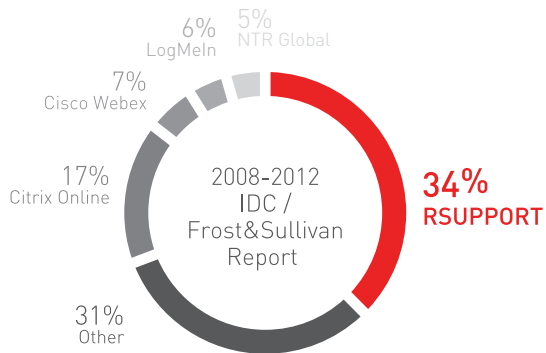
Special RemoteCall

Reservation System

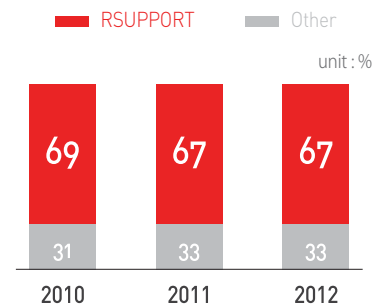
Ability to reserve a session, and upload proof of video or picture.



No. 1 The number one remote solutions provider in Asia

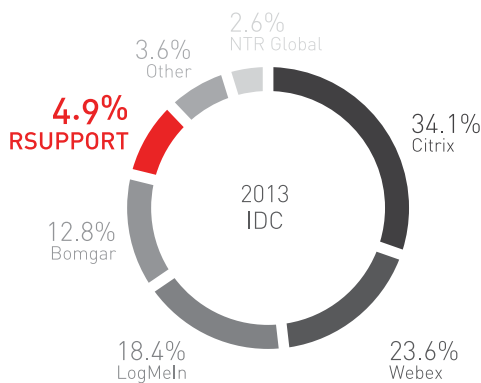


No. 1 Maintains dominant market share in Japan

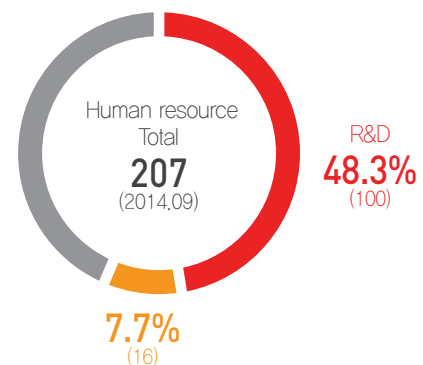


Japanese Market Share for remote support industry 2010 to 2012
Source: Economic Research Institute (Japan)

No. 5 One of the top 5 global market leaders



100 Over 100 developers dedicated to system management



RSUPPORT is a research oriented software deployment company with outstanding infrastructure and technical capabilities.

R&D is at the core of our company ideology and continues to drive us to make the very best in remote support and remote access technology.

RSUPPORT strives to be a global force in the remote solutions market.

RemoteCall provides the highest quality and most stable remote connections with cloud-based gateways in 15 locations worldwide.

This ensures uninterrupted, reliable service.



RemoteCall provides optimal functionality to suit your company.

| | ASP | Server | Appliance |
|---------------|---------------------|---|---|
| Type | Annual subscription | Installed to own server. Optimized for enterprise | The easiest on-site solution available |
| Target | SMB | Medium sized businesses to large corporations | SMB, College, Government and more |
| License | Yearly Subscription | Unlimited | Unlimited |
| Hardware | N/A | O (Sold separately) | O (Include Software & Hardware) |
| OS License | N/A | O (Windows 2003/2008/2012 server) | X (Embedded OS, Cent OS 6.5) |
| DB License | N/A | Maria DB, MS-SQL, ORACLE, MY-SQL | X (Included with Maria DB) |
| Customization | X | O (Optional) | X |
| Installation | X | O (Included) | O (Included) |
| Maintenance | Included | 1st year Included | 1st year Included |
| Network | Included | Own Network | Own Network |



For more information about RSUPPORT,
please visit <http://www.remotecall.com> or <http://www.rsupport.com>

USA

333 Sylvan Avenue Suite 110,
Englewood Cliffs, NJ 07632, USA
Phone : +1 (888) 348-6330
Fax : +1 (888) 348-6340
Tech : support.us@rsupport.com
Sales : sales.us@rsupport.com
Info : info.us@rsupport.com

Japan

〒105-0001 東京都港区虎ノ門1-2-20
第3虎ノ門電気ビル
TEL : +81-3-3539-5761
FAX : +81-3-3539-5762
お問い合わせ : support.jp@rsupport.com
Sales : sales.jp@rsupport.com
Info : info.jp@rsupport.com

China

北京市朝阳区霄云路38号
现代汽车大厦2203室I-101
电话 : +86-10-8256-1810 、 +86-10-82563716
传真 : +86-10-8441-7505
支持咨询 : support.cn@rsupport.com
业务咨询 : sales.cn@rsupport.com
销售咨询 : info.cn@rsupport.com

Korea

138-827 서울특별시 송파구 위례성대로 10
(방이동 44-5) 에스타워 11~15층
TEL : +82-70-7011-3900
FAX : +82-2-479-4429
기술문의 : support.kr@rsupport.com
구매문의 : sales.kr@rsupport.com
기타문의 : info.kr@rsupport.com