RemoteCall, Increase your Company’s value

The industry’s first One-Click Remote Support Service.

RemoteCall’s market share:
• No.1 in Korea
• No.1 in Japan
• No.1 in Asia

| Global Business Team |
| Global Marketing Division |
RemoteCall is a global remote support solution that grants agents access to control any client's computer, or mobile/wireless device from around the world.
RemoteCall, Increase Your Corporate Value

overview

Customer support agents can quickly and seamlessly resolve virtually any issue a client may have with just a click of a button.

Admins and operators can perform professional troubleshooting or maintenance on almost any device from anywhere in the world.

RemoteCall supports Android and iOS as well as Windows, Linux, and MacOS.

Backed by Amazon Cloud Services, 13 servers run in 12 countries providing seamless global service and connectivity.
Limitations of Traditional Call Centers & Customer Support

Phones are still the most preferred channel for troubleshooting.

79% of customers prefer to call service centers.

About 65% of a call is spent Identifying & Analyzing an issue, Only 35% is Finding the solution and Fixing the issue.

Total consultation time

<table>
<thead>
<tr>
<th>Problem Identification &amp; Analysis</th>
<th>Problem Solving</th>
</tr>
</thead>
<tbody>
<tr>
<td>65%</td>
<td>35%</td>
</tr>
</tbody>
</table>

[Source: RSUPPORT customer service center 2016]
Overcome Limitations With Remote Support

Remote support lets you solve problems quicker, easier, & more efficiently!

Remote support increases customer satisfaction, and reduces corporate costs.

Company N's customer satisfaction survey using RemoteCall

Average consultation time is reduced by 76%

Before introducing RemoteCall:
- 100% satisfaction
- 100% costs

After introducing RemoteCall:
- 94% satisfaction
- 80% reduced costs
Powerful RemoteCall Beats the Competition

RemoteCall supports every situations from computer to mobile.

Remote Computer Access & Control
Remote Mobile Access & Control
Live Video Assistance for onsite troubleshooting!

Computer, Mobile, Onsite, Everything!
Universal

RemoteCall, remote assistance has never been this universal.

Supports all types of products & devices.

- Best Buy
- Hisense
- ZTE
- Fujitsu
- Toshiba
- Lenovo
- Dell
- Sony
- HTC
- DoCoMo
- Sharp
- Alcatel
- Alcatel Ludor
- Samsung
- Huawei
- Motorola
- OnePlus
- BenQ
- Optus
- Lava
- Getac
- Casio
- SK telecom
- LG전자
- kt
- LG U+
- docomo
- Telstra
- hutch
- e
- 9
- 0
- Windows
- Mac OS
- Linux
- Android
- iOS

Supports all Windows & Mac OS, and both Android & iOS devices.
Remote Assistance is *vital* for any company wanting to gain a competitive edge.

RemoteCall, take your business on the fast track into the future.

More than 10,000 companies in 155 industries rely on RemoteCall!

Global demand for remote support services are growing.


- **2019**: 1,216.6
- **2018**: 1,067.2
- **2017**: 911.8
- **2016**: 769.4
- **2015**: 647.9
- **2014**: 544.7

Annual growth rate: 20.1% (Average)

RemoteCall, the recognized remote support standard since 2001

From fortune 500 companies to emerging businesses in technology, finance, telecom, public service, and more, RemoteCall supports them all.
Customers Safety & Satisfaction is RemoteCall’s Top Priority!

Customers have total control over their devices and information at all times during a remote support session!

**Computer Screen Sharing**
Customers can start, stop, or pause their computer screen from being shared with a support agent at anytime during a session.

**Mobile Quick Menu**
During mobile support, customers can easily lock their screen or terminate a session at any time.

Screen locking prevents unwanted information from being shared.

**Computer Program Sharing**
Customers can greenlight or block programs agents have access to at the beginning of a session.

Programs containing personal information like contacts or pictures can be blocked.

**Computer Controls**
Customers can limit agent access to keyboard or mouse controls.

Customers can reclaim, override, or terminate an agents remote access at any time during a session.
Administrator Safety & Security
Why RemoteCall’s #1!

Business administrators can restrict agent access & privileges during remote support sessions.

IP & Geo Location Restrictions

Administrators can group, limit, or block agent permissions based on registered IPs, IP groups, or MAC addresses. Each group can be given different permission levels.

<table>
<thead>
<tr>
<th></th>
<th>Office 2nd fl (192.168.100.100)</th>
<th>Office 5th fl (192.168.100.200)</th>
<th>Home (10.10.10.100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Access</td>
<td>Available</td>
<td>Available</td>
<td>Available</td>
</tr>
<tr>
<td>2nd floor office</td>
<td>Available</td>
<td>Unavailable</td>
<td>Unavailable</td>
</tr>
</tbody>
</table>

IP address restriction function

Security management options for user passwords

Admins can create security parameters and requirements for agent passwords.

Prevent password leaks and unauthorized access by setting password configuration criteria, change cycles, and whether or not an account gets locked out if a login fails.
Software Stability, why big or small, RemoteCall is everyone's 1st choice!

Providing the best possible measures to enable remote connections in any network environment.

**ScreenShot Mode**

- ScreenShot Mode allows agents to remain connected to a customer even during times of poor network connectivity or low bandwidth.
- During ScreenShot Mode an agent will receive a screen shot of a customers computer screen every 5 seconds instead of seeing live streaming video.

**Automatic network switching for remote connections**

If a network temporarily disconnects, gets interrupted or switches between mobile Wi-Fi/LTE RemoteCall will remain connected without having to reboot or restart a session.

Successful connection to relay server

Normal Connection: 99%  ScreenShot mode for the other 1%.
RemoteCall, Increase your company’s value

**specifications**

- Product overview
  - Connection method/ support agent’s viewer: Mobile support & video support included
- Special safety features
- Security management systems
- Stable infrastructure
- Configuration options for quick remote support
- Functional management options based on rich know-how
- 10 Key features of RemoteCall
- Case Studies
Connection method – for remote computer support

RemoteCall is a remote support solution that shares a computer’s screen remotely to diagnose any problem quickly, offering real time support and assistance.

1. Click ‘Start’ after [agent] login
2. Receive and share the 6 digit access code with the customer
3. Enter the access code the support agent shares on the secure remote support web page

Begin live remote support with RemoteCall

Receive remote support through screen sharing
Support Agents’ Viewer – for remote computer support

RemoteCall is a remote support solution that shares a computer’s screen for quick diagnosis and real time problem resolution.
Connection method – for remote mobile support

RemoteCall+Mobile Pack is a remote support solution that shares a remote mobile devices (ex. smartphone) screen to diagnose problems quickly, offering real time support and assistance.

- **Click ‘Start’ after RemoteCall [agent] login**
- **Receive and share the 6 digit access code with the customer**
- **Enter the access code given by the support agent on the remote support app**

Begin remote support using the various RemoteCall+MobilePack features

Receiving remote support by sharing your mobile devices’ screen
Support Agent’s Viewer – for remote mobile support

[Main menu]
- Control
- Draw
- Screen
- Tools

[Mobile device control menu]
- Speaker On/Off
- Volume UP
- Volume DOWN
- Home
- Menu
- Backward
- Search
- Camera
- Setting
- Rotate screen
- Auto rotation
- Screen text On/Off
- Screen lock

Overview

Support Agent’s Viewer – for remote mobile support
Support Agent’s Viewer – for remote mobile support
Support Agent’s Viewer – for visual support

RemoteCall+Visual Pack is a video support solution that lets you quickly diagnose problems in real-time by sharing a live video feed of any devices’ camera.

Click ‘Start’ after RemoteCall [agent] login

Receive and share the 6 digit access code with the customer

Enter the access code that the support agent provided on the video support app

Begin remote support using the various RemoteCall+VisualPack features

Receive remote support by sharing your mobile devices’ camera feed and screen.
Support Agent’s Viewer – for visual support

[video support main menu]

Click the [Main Menu] icon to perform the function immediately

- Voice Chat Settings
- Drawing, Text
- User Controls, Screen Fit
- Device Location

- Lock Viewer, Exit
- Color, Clear All
- Rotate Screen, Image Settings
- Open Google Maps

- Flash ON
- Flash OFF
- Back Camera
- Front Camera
- Manual Focus
- Speaker On
- Speaker Off
- Play Video
- Pause Video
- Take Picture
- Video Mode
- Device Location

- Direction keys

- Flash
- Device Location

- Device Location

- Microphone/Speaker
- Volume control
Special features

Screen blind [customer controlled]

Customers can blind sections of their screen from support agents for security purposes (social numbers, account information, sensitive data, etc.).

During remote support, customers can easily block certain sections of their shared screen from being viewed.
Special Features

Customer information protection: Remote support agreement / approval

To begin remote support, customers must first agree to the remote access conditions.

Customer consent is required to start any support session.

Customer consent is required to start mobile device support

Customer consent is required to start video support
Special features

Customer information protection: customer consent required for special access.

Support agents cannot override Customer Consent Protocols, all customers must agree to granting device access before a remote support session can begin.

During a live session certain actions may also require a support agent to be granted access permissions by customers before they can continue.

Permission to use a customers location information

Permission to use a customers location information

Send or receive files, install or delete files

Remote screen recording or capture

Lock and allow application S/W

Session forwarding agreement
Special features

Customer information protection: Support Agent Viewer Lock

An agent’s login password is required to unlock an Agents Viewer preventing unwanted third party access.

Customers can automatically or manually lock out a support agent preventing access to, or the sharing of their screen information.

Viewer Auto-Lock for idle time

Lock Viewer mode for emergencies

Support agent viewer lock status
A unique, secure, one-time, 6 digit access code is generated for every remote support session. Access codes are used only once, and block random unwanted third party access to a session.

New access codes are generated randomly for each remote support session, similar to the 6-digit number of a OTP generator used for financial transactions.
Management system

Security management: Data encryption and network security

- **Primary encryption for remote access authentication information**
  End-to-End data 256-bit Advanced Encryption Standard (AES) compression for all sessions.

- **Secondary encryption when connecting to a remote support session**
  2048-bit Secure Sockets Layer (SSL) encrypted for Remote Assistance sessions. By using SSL web server encryption transferred data can not be intercepted or decrypted.

- **Compliance with RSUPPORT’s own Security Guidelines**
  All remote software update system security guides of RSUPPORT are all updated based on electronic signature based information.

- **Secure Coding Guide Compliance**
  Developed and reviewed in compliance with a certified development security guide, RSUPPORT has established counter measures to fight against cyber security threats and data theft.
Reliability is assured through server redundancy, and flexibility for cloud systems.

**Example : Regional server configuration diagram in Japan**

<table>
<thead>
<tr>
<th>Country</th>
<th>Data Center</th>
<th>Server Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>JP</td>
<td>Sakura IDC</td>
<td>Gate way Server</td>
</tr>
<tr>
<td>JP</td>
<td>Amazon Tokyo</td>
<td>Update Server</td>
</tr>
<tr>
<td>KR</td>
<td>KT uCloud</td>
<td>Gate way Server Session</td>
</tr>
</tbody>
</table>

**Web server / DB server / Relay Server / Session Server**
Configured for each country, redundant to use other countries servers in case of failure.

**Update server**
Service updates are provided using Global CDN (AWS, CD Networks) and local servers.

**Global Public Cloud**
Flexible server operation with Global Public Cloud (AWS, MS Azure, KT uCloud).
Global remote support infrastructure

The automatic connection method for close-range servers used by RemoteCall’s remote support service to ensure optimal connection stability and speed.

- RSUPPORT services through relay servers in 15 regions around the world, and operates with nearest-server algorithm for optimal connection.

- Supports seven universal languages and optimized for maximum of global support.

<table>
<thead>
<tr>
<th>Language support</th>
<th>Relay server building area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Korean, English, Japanese, Chinese, French, Spanish and Portuguese</td>
<td>Korea, Japan, Europe(Netherlands and Ireland), Australia, Brazil, United States(Wester and Central) and Singapore</td>
</tr>
</tbody>
</table>
10 Key features of RemoteCall

1. Screen sharing / control
   - Share the screen of a remote computer or mobile device to have complete mice/keyboard control.

2. Mouse functions & features
   - Draw on the screen or use the laser pointer.

3. Chat
   - Communicate with two-way chat.

4. Send and receive files
   - Send or receive important files during a session.

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Highlight or point out important details on a screen with laser pointer and mouse tools.
5. Session forwarding/sharing
   - You can forward or share support sessions with other agents for a better customer experience.

6. Save / Record the shared screen
   - If necessary, you can save or record a customer’s screen.

7. Share Support Agent’s Screen
   - Share a support agent’s screen so a customer can view, draw or access their screen.

8. Remote reboot connection
   - Automatically reconnect after rebooting a device during a session.
10 Key features of RemoteCall

9. Check system information
   - Run device diagnostics and processes remotely.
   - Manage mobile app installs and processes, select & collect log entries.

10. Support statistics (user admin)
    View & manage agents support history statistics.
1) Market Challenges:
   DOCOMO's decision to incorporate remote support was to drive sales & improve customer support.
   - Generate new revenue sources (Paid menu)
   - Reduce device repair cost & instore customer support requests
   - Improve customer satisfaction

2) Benefits earned
   - Implemented in 2012, RemoteCall has become an integral part of DOCOMO's POS and post-sales support.
   - Increased customer satisfaction rates by 10% over free “voice-only” support.
Case Studies

Major Mobile Network Operators

: France / Telecom company

1) Service overview:
Total remote support for computers, mobile devices, set-top box, and live onsite support.

- Smartphone/Tablet/Mobile Support: Diagnose & fix mobile devices’ problems.
- Set-top box setup & support: Remote setup & support for set-top boxes & device peripherals.
- Computer support: Diagnose & fix computer issues.
- Video streaming support: Real-time support for onsite non-network related issues.

2) Benefits earned

- **Productivity improved over 20%** on Tier1 and 2 support estimated by customer side.
- **Cost saving** on onsite visit for an initial setup of Set-top boxes.
- Enhanced the rate of first call resolution for both **SW and HW problems**.
- Easy-to-understand customer support with **higher customer satisfaction**.
**Major Mobile Network Operators**

(KOREA TELECOM) : Korea / Telecom company

1) **Service overview:** To provide support remotely for Smartphones distributed by Korean Telecom

2) **Benefits earned**

- **AHT Reduction**
  - 1st call: 50% reduction in AHTs
  - 2nd call: 48%↓
  - 3rd call: 12%↓

- **Return Call Rate Reduction**

* AHT : Average Handle Time

* AHT Reduction

* Return Call Rate Reduction

(Min)
1) Service overview

- **Value-Added-Service package for Seniors**: To encourage Smartphone use with seniors.

- **Phone-to-Phone (To be serviced)**: To get remote access to a mobile device of family or a friend in a more discrete way.

2) Benefits earned

- **More seniors switched from 2G service to 4G/Smartphone service.**

- **Fun & differentiated services** with customized Remote support services.

- **Improved brand loyalty with customer care.**
To provide support to Smartphones and Health Care APPs developed for seniors.

Health Care Services in Smartphone:
- 24/7 access to doctors
- Advice & diagnoses
- Medical urgent call
- Medical reminder

Case Studies

Major Mobile Network Operators

greatcall: United States / Mobile network operator

1) Service overview:
To provide support to Smartphones and Health Care APPs developed for seniors.

Call center

2) Benefits earned
- Improved customer satisfaction.
- Enhanced efficiency of call center operations.
- Increased customer loyalty with senior targeted services.
Device manufacturers

- Remote support with all kinds of Samsung mobile devices.
- Models preloaded with RemoteCall.
- Globally serviced Samsung devices.
- Strategic corporate partnership.

- Preloaded on smartphones designed for seniors.
- New market approach with specialized devices/service for certain targets.

- Preloaded on smartphones.
- High efficiency and cost savings to maintain call centers.
- Marketing point for smartphones.
- Increased customer loyalty.

* Average Results: 72.64 NPS, 85.02% Service Attitude Satisfaction Rate, 74.59% Technical Satisfaction Rate
Creating new brand identity:
From a low-end 2G phone maker to a professional Smartphone/Tablet Computer manufacturer.

Marketing point to differentiate:
Promoted as customer-care oriented smartphones.

Distributed mainly in LATAM and partly in North America and Asia
Currently being used in U.S.A. and Korea to service home appliances.

Increase in first time resolution without an onsite visit → reduction onsite visits.

A wide range of issues and unexplainable situations can now be easily handled.