R:RemoteCall

Your Support Team, Anywhere You Need It.

Scalable remote support powered by tech,
driven by people who make it matter.

R SUPPORT

RemoteCall powers fast, secure remote support with no installation required. Enable your agents with real-time access and full control across devices, directly through the browser—so help arrives the moment it's needed.

Instant, Frictionless Access, No Matter Where

RemoteCall's browser-based support ensures immediate session launch using a one-time 6-digit code. It's fast, intuitive, and ideal for high-volume customer service environments.

Fast Performance, Engineered for Speed

RemoteCall is powered by our proprietary VRVD engine and kernel-level control, enabling ultra-low-latency screen sharing and responsive remote control, even in bandwidth-constrained environments.

End-to-End Protection, You Can Rely On

Every session is protected with TLS protocol and 256-bit AES encryption, ensuring that sensitive data remains private and compliant.

Cross-Platform Flexibility, One Seamless Experience

Deliver consistent, real-time support across all major platforms—including Windows, macOS, Linux, Android, and iOS.

Why RemoteCall?

30K+
Customers Served

20+
Years Experience

24
Countries Reached

Industry-leading security & 20+ years of experience
in secure remote support. RemoteCall adheres to the world's strictest security and compliance standards.
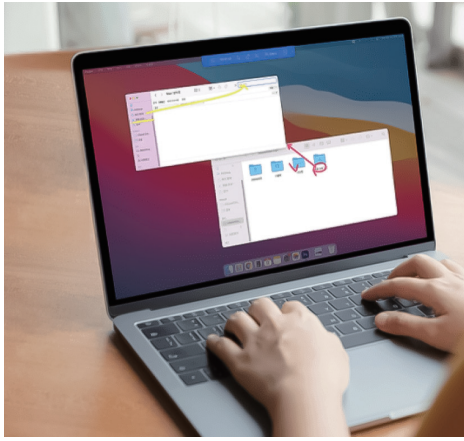
Flexible deployment
across SaaS, On-premise, or Private Cloud for unparalleled adaptability in any IT infrastructure.

Tailored integration & exclusive customization
ensure remote support perfectly fits your operational requirements.

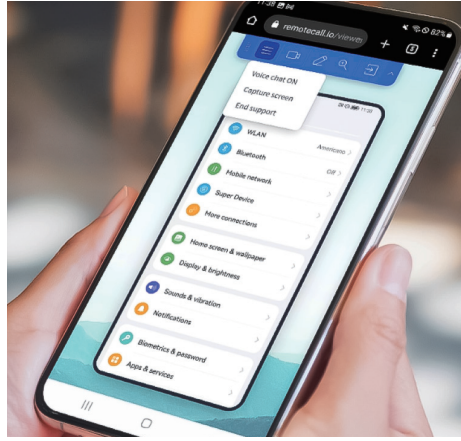**R** SUPPORT

PC support

The trusted choice for efficient, multi-session remote assistance.

- ✔ Mouse and keyboard control
- ✔ Multi-sessions
- ✔ Screen recording
- ✔ Guidance tools
- ✔ File transfer

Mobile support

A fully optimized support experience for mobile-first users.

- ✔ Mobile device control
- ✔ Mobile screen sharing
- ✔ Screen recording
- ✔ Screen capture
- ✔ File transfer
- ✔ Start sessions via SMS

Visual Support

Live camera sharing for field-level clarity, from anywhere.

- ✔ Real-time mobile video streaming
- ✔ Guidance tools
- ✔ Barcode & QR code scanning
- ✔ Screen recording
- ✔ Screen capture
- ✔ File transfer
- ✔ No installation required
- ✔ Start Session via SMS

RSUPPORT

Advanced Security

Full Data Encryption
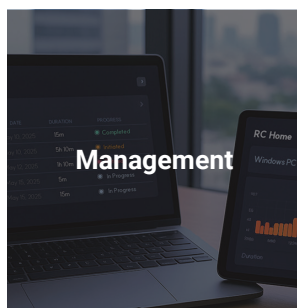TLS 1.2 with AES-256 bit encryption

Access Control
Limit remote access to designated IP or MAC address range.

Support Module Deletion
Auto-delete modules after session

2FA (Two-Factor Authentication)
Secure remote access with an additional layer of identity verification.

Management

Group Management
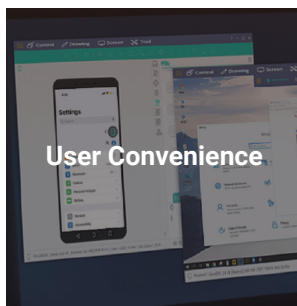Manage agent information by group

Login History
Track agent login activity

Session History
Review all session records and logs

Role-Based Access Control
Manage system access via granular permissions

User Convenience

Simplified Access
Start sessions via 6-digit codes

Guidance Tools
Provide on-screen annotations

Session Recording
Record the screen during sessions

Custom Branding
Integrate with a branding, URL, and APIs

R SUPPORT

Use Cases

Education

Financial Institutions

Government Agencies

IT Departments

Help Desks

Public Services

Customer Services

Manufacturers

Trusted By

SAMSUNG

WOORI BANK

KB Kookmin Bank

LG Electronics

kt

HYUNDAI

KIA
Movement that inspires

HUAWEI

SK telecom

BEST BUY Health

bouygues

standard chartered

lenovo

SONY

FUJITSU

NTT docomo

TOSHIBA

SHARP

DELL

RSUPPORT

ABOUT
RSUPPORT

RSUPPORT pioneered the remote support industry in 2002 as the first company to deliver web-based remote support solutions. With a dominant market share in Korea and Japan, RSUPPORT currently serves thousands of organizations worldwide across diverse sectors.

Over 60% of our workforce is dedicated to research and development, driving continuous innovation in secure, high-performance remote technologies that enable modern support, collaboration, and IT operations.

Transform Your Support. Connect with RemoteCall.

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Start a free trial!
https://www.remotecall.com/en/

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