



"At first, it was the customer support department that objected the most to the deployment of remote desktop support solutions. However, they are the ones who utilize this solution the most and have expressed the highest level of satisfaction with this tool in the entire bank now. So many customers make use online banking these days and there are so many different PC operating systems that I could not imagine ever supporting customers without the use of RemoteHelp®."

- S Bank -

# RemoteHelp

**The best remote desktop solution, RemoteHelp®  
For the best help desk.**

RemoteHelp® from RSUPPORT® is the easiest and the most convenient remote desktop support solution for supporting a very large number of customers. Start running your helpdesk using the most efficient and the fastest solution available in the world. You will be able to increase customer loyalty and customer satisfaction rates at the same time.







## RemoteHelp Potential Areas of Use



### Customer Support

Any corporate enterprise or government agencies that operate call centers can increase customer satisfaction and organizational efficiency.



### Internal Support and Maintenance

System Administrators and Maintenance & Repair Service Providers can do their work remotely thereby saving valuable resources.



### Online Meetings & Collaborations

Colleagues, who work from different locations, can hold online meetings where they can share a common screen, send files back and forth, increasing office productivity.



### Online Education & Training

Corporate and academic instructors can hold teaching sessions with students from anywhere around the world using screen share and remote sound functions.



### Remote Presentations & Webinars

Close the distance between you and your customers by holding live online product demonstrations and live online seminars.



### IT Consulting

Professional consulting firms may increase their efficiency in not only resolving technical support issues but also maintaining closer and immediate ties to their customers.



### Mobile Service & Hand-held Device Support

Wireless service providers and handheld device manufacturers who have to provide technical support over the wireless network can also provide real-time support to their customers as they currently support desktop computers.

## RemoteHelp Deployment Platforms



### ASP

There is no need for an up-front investment in terms of initial hardware or software purchases. Plus, the monthly billing system keeps your carrying cost low as well. Services are updated automatically when a new generation of RemoteHelp is released.

### Server

This pure software roll-out is amenable to multiple levels of customization depending on the customer's specifications. Since the server is installed on an internal corporate network, it also offers a high level of security as well. This model also comes with a C-Level management console custom-designed to help the System Administrator manage access, control, and adjust settings right from his desk.

## List of Customers



SHARP



NEC

HITACHI

citibank

TOSHIBA  
Leading Innovation >>>



LEXMARK



FUJITSU



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**RSUPPORT**  
Wherever possible

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

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