



**Support via the internet  
with Netviewer**

Identify problems at a glance and solve them directly on the spot.  
Increase the productivity of your help desk and lower your support costs.  
Keep your customers happy with fast and efficient support.

**Technical problems?  
Fixed in the blink of an eye.**

**netviewer**

# Start Netviewer. See the problem. Then tackle it.

Netviewer streamlines your support. View your customer or colleague's screen directly and identify the source of the problem immediately – avoiding any misunderstandings. Do all of this without installing a thing. And it works through firewalls. Netviewer can be customised, it's intuitive to use and can be integrated into all of your business processes. An ingenious and certified security system gives the user peace of mind and ensures the highest level of data protection. This is next generation support – fast, professional, direct.

## **Impress your customers with rapid troubleshooting**

Long-winded explanations from customers or colleagues are a thing of the past. With Netviewer you are right there – in an instant. It's virtually looking over the user's shoulder and taking control. Identified the problem? Then move in fast: transfer the files to the customer's PC. Install the necessary updates or patches. And get the problem under control, quick as a flash.

## **Retain complete control**

Security is paramount whenever other users can access your screen. With Netviewer, every participant has full control of their own computer at all times. You determine who is allowed to see what. Desktop viewing and remote control can only take place after permission is granted. That way, only those applications that have been explicitly authorised are visible. And if you want to, you can end it with a single click.

## **Provide support at the click of a mouse**

Quite simply, Netviewer is simpler – the support session can start with just one click. Software installations? You don't need them with Netviewer. Firewalls? Not an obstacle. Even with low bandwidth you'll find Netviewer extremely fast. Thanks to rapid screen transmission – patent pending.

## **Trust in the highest security**

You're safe in Netviewer's hands. A security approach that has been carefully considered from all angles makes absolutely sure of that. Certified at multiple levels and guaranteed by independent institutions. Over 400 banks can't be wrong. And if 18 of the top 30 German companies trust in Netviewer, you can be sure of one thing – the security is watertight.

## **Configure your personal Netviewer**

Netviewer is part of your company. This should come across loud and clear. Customise 'your' Netviewer with your corporate design. Even the configuration is up to you. You decide who is allowed to use which particular functions. Grant individual user rights or create specially configured Netviewer programmes for support staff or administrators.

# netviewer

Netviewer – a real  
winner all-round

- Rapid diagnosis and resolution of problems
- Shorter turnaround times and higher problem solving rates
- No on-site visits, no time-consuming travel
- Superior quality of support leading to higher levels of customer satisfaction
- Return on investment in less than a year

## Choose the appropriate server options

Do you want to get up and running right away with Netviewer? Then our Software-as-a-Service-(SaaS) offer is just perfect for you. You won't have any capital expenditure in hardware, software and administration. Just use the server infrastructure of Netviewer, available 24/7. Or would you prefer to run the server in your own data centre? Maybe you need to comply with internal IT policies or integrate your own applications? Then have your own Netviewer server, which can be configured to meet your own network and data protection requirements.

## Integrate Netviewer seamlessly

Netviewer fits right in everywhere. Integrate it into your company portals, helpdesk systems or CRM applications and start your Netviewer meeting straight from your usual work environment. And it's no problem to set up interfaces to directory services like Microsoft Active Directory so that users can be managed centrally.



Solve problem with lightning speed – thanks to a wealth of sophisticated functions

**Pointer Arrow** – focus the attention of meeting participants on essential points with the pointer arrow. You'll get to the point much faster!

**Remote Control** – control your customer's computer. The quick and easy way to solve problems.

**Application Selection** – specify exactly which documents you would like to share on your screen. Control at the push of a button – you're in the driving seat.

**System Diagnostics** – no time-consuming selecting and querying of system parameters of the remotely controlled computer. Thanks to the System Diagnostics feature you get everything at a glance.

**Synchronised File Transfer** – drag and drop files and folders from one PC to another. Updates are installed in a flash.

**Reboot of Participant PC** – reboot the customer's PC remotely. Netviewer restarts the session automatically.

**Monitor** – have an overview of what's going on. Check what the person at the other end sees on their screen.

**Whiteboard** – sketch out your proposals as you would on a flipchart. Use different markers to highlight specific parts.

**VoIP Audio Transmission** – save on phone calls and transmit sound on the internet as well.



**Video Transmission** – show your face! With the video function you can look your opposite number in the eye – live and in colour. Can be used right away without any installation.

**Chat** – a brisk, secure exchange of information via the web instead of expensive phone calls.

**User Administration** – register users yourself and control centrally which functions of Netviewer are available to particular colleagues.

**Profile Manager** – pre-define session settings for particular meeting scenarios. This way, your colleagues only use the functions they really need.

**Session Recording function** – make a recording of your meetings that can't be modified and make them available for subsequent training.

**Plug-ins** – integration of Netviewer into different standard applications.

**Billing Module** – assess support services at the push of a button. All session data is displayed in Microsoft Excel – providing a clear breakdown for your financial reports.

**Robust Technical Allrounder** – runs on all Windows platforms from Windows 98 to Windows Vista; no installation or plug-ins required; no changes to the operating system; firewall compatible (HTTP tunnelling via Port 80).

**Language versions:** DE, EN, FR, IT, ES, PL, NL

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