

PROXY Pro 7

FAST, RELIABLE, & JUST WORKS!

White Paper

Maximize the Productivity of
Your Help Desk
With Proxy Networks
Remote Support Software



Introduction

As a help desk professional, you are no doubt facing a challenging work environment. Staffing cuts have required fewer professionals to manage more and more desktops, with increasingly complex configurations. In addition, you've probably charged with managing desktops at far reaching locations; home-based and mobile workers all require support as well. And, 24-hour access to critical devices such as web servers, file servers, and company information systems is crucial.

Fortunately, there are numerous tools available to help – among the most powerful, and with the highest return on investment, is remote support software – all encompassing remote access, control and management.

Of course, the overriding benefit that remote support solutions bring to a help desk organization is significant time savings: With remote support, your help desk staff won't have to travel from machine to machine to diagnose and resolve users' problems. Instead, they can simply click a button to view and operate the problem machine, diagnose the problem, and resolve it immediately. Not having to travel frees your staff to help more users, in a more timely fashion; do more productive work; and so on.

However, this in itself is not sufficient to ensure a high ROI. While you will no doubt save significant travel time by deploying remote support software, this time savings may be diminished if your remote support software is difficult or slow to use. Similarly, other costs may be incurred if it provides inadequate security, or if it is time-consuming to deploy it widely across your organization.

To maximize the ROI on your remote support software purchase, evaluate the software in terms of:

- **User experience** – Is it simple to operate? Can you easily find and connect to all the machines you need to control, even if they are not staffed? If the product offers a difficult or frustrating user experience, not only will that add time to each support call, but you will likely incur additional support and training costs.
- **Security** – Does the software provide adequate safeguards against unauthorized access to controlled machines? The dangers of security vulnerabilities can hardly be overstated, and the associated costs can be steep indeed.
- **High-performance, reliable operation** – Will the product allow speedy remote access and control on any machine you need to operate- even if you must control it over a slow link? Will your connection stay up, so you don't have to constantly reconnect?
- **Easy deployment** – Can you cost effectively create an image with custom configuration options that can be mass deployed to machines in your environment?
- **Price** – Finally, is the software available at a price point that fits your budget, even if you wish to deploy it widely across your organization?




Choosing remote support software that fully satisfies these user requirements allow you to more fully leverage the expertise of your help desk staff, greatly increase user and network uptime, and maintain a very cost-effective and efficient staff-to-desktop ratio – ensuring the highest ROI possible on your purchase.

This paper will demonstrate why PROXY Pro remote support software is the best remote access and control product for your staff, and will illustrate how it provides maximum ROI. Before the ROI discussion, we will provide a brief overview of the software.

Proxy Overview

PROXY Pro is powerful remote support software that thrives in multiplatform and multi-protocol environments.

System Requirements

-  Microsoft Windows 7, Windows Vista, Windows XP, Windows Server 2008, and Windows Server 2003, both available on 32-and 64-bit platforms
-  Mac OS X and later
-  All Linux OS' running VNC Server

PROXY Pro is comprised of the following components:

- **PROXY Pro Master** runs on your desktop and allows an administrator to view and operate PROXY Pro Hosts.
- **PROXY Pro Host** runs on the client machine and allows the PROXY Pro Master to view and operate the machine.
- **PROXY Pro Gateway** is enterprise class software, which provides centralized administration, security and management for a network of remote support connections to Host computers in your environment.
- **PROXY Pro Deployment Tool** is an easy-to-use software distribution utility that automates the deployment and installation of PROXY Pro applications to remote machines in your network.

PROXY Pro is a complete remote support package designed for help desk and IT professionals. It offers some of the following capabilities:

- **Remote access and remote control** of machines over TCP, UDP or SSL. You'll have full keyboard and mouse control of the device, and you can view and operate any machine 24x7, whether it's attended or not.
- **File transfer** allowing you to transfer one or more files, or entire directories, between Master and Host machines.
- **Remote printing** so you can redirect content from remote machine to printer attached to local computer.
- **Screen monitoring** of one or more machines, for quality control or whenever you need to view multiple machine screens simultaneously.
- **Multi-monitor support** so you can capture remote machine spread over multiple monitors.
- **Screen recording** of one or more remote desktops concurrently, even if there is no active connection. Recordings can be saved as .wmv files and recordings can be played back via a URL.
- **Firewall-friendly connections** allow off-network users behind foreign firewalls or NAT-devices to be remotely accessed with a single mouse click. No manual configuration of ports or network addresses required.
- **Terminal services and thin client support** allows remote desktop connections to Windows and Citrix terminal services sessions on the terminal server instead of individual thin clients - such as Wyse Terminals and PanoLogic boxes.
- **Remote management** allows a Master user to generate inventory of hardware and software assets on a remote Host. Also allows the Master user to query and change certain system settings.
- **Power scheme management** provides the ability to restart, logoff, shutdown, and wake-up machines on LAN and WAN.
- **Strong, flexible security** so you can fully protect access to your Host machines, according to the security policies in place on your network. (Security features are described in more detail later in this document).
- **Numerous connection conveniences** that vastly simplify how you connect to Host machines. (These conveniences are described in more detail later in this document).

The next sections of this paper discuss how PROXY Pro meets all your ROI requirements, including providing a simple user experience, strong security, high-performance operation, and easy deployment, all at a low price.

Simple User Experience

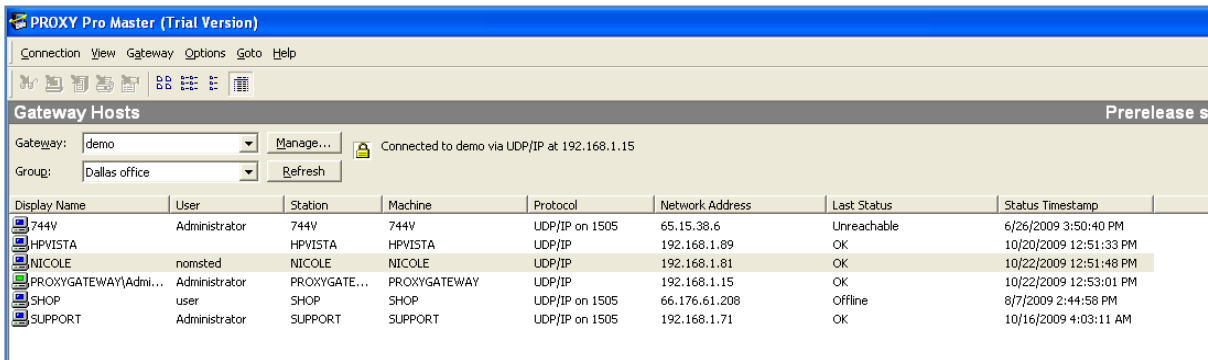
It's key that your remote support solution provides a simple user experience, to maximize your productivity and ROI. A simple user experience will speed your transactions, cut down significantly on training costs and user error, and ensure a positive, user-friendly experience.

Numerous features and conveniences within PROXY Pro ensure a simple user experience. With PROXY Pro, you can easily:

- Find the machines you need, using one of a number of methods, for speedy access to any system – on/off network or domain
- Monitor multiple machines at the same time, to efficiently view as many machines as you need to simultaneously
- Choose between flexible screen options when you connect, to easily support a wide variety of systems
- Configure for optional stealth operation

Find the Machines You Need

PROXY Pro provides the ability to locate Host machines inside and outside your network by machine name, logged-in user, or IP address.



The screenshot shows the PROXY Pro Master (Trial Version) interface. At the top, there is a menu bar with 'Connection', 'View', 'Gateway', 'Options', 'Goto', and 'Help'. Below the menu bar is a toolbar with various icons. The main window is titled 'Gateway Hosts' and has a 'Prerelease s' label in the top right corner. There are two dropdown menus: 'Gateway:' set to 'demo' and 'Group:' set to 'Dallas office'. A 'Manage...' button is next to the Gateway dropdown, and a 'Refresh' button is next to the Group dropdown. A status bar indicates 'Connected to demo via UDP/IP at 192.168.1.15'. Below this is a table with the following columns: Display Name, User, Station, Machine, Protocol, Network Address, Last Status, and Status Timestamp.

Display Name	User	Station	Machine	Protocol	Network Address	Last Status	Status Timestamp
744V	Administrator	744V	744V	UDP/IP on 1505	65.15.38.6	Unreachable	6/26/2009 3:50:40 PM
HPVISTA		HPVISTA	HPVISTA	UDP/IP	192.168.1.89	OK	10/20/2009 12:51:33 PM
NICOLE	nomsted	NICOLE	NICOLE	UDP/IP	192.168.1.81	OK	10/22/2009 12:51:48 PM
PROXYGATEWAY\Admini...	Administrator	PROXYGATE...	PROXYGATEWAY	UDP/IP	192.168.1.15	OK	10/22/2009 12:53:01 PM
SHOP	user	SHOP	SHOP	UDP/IP on 1505	66.176.61.208	Offline	8/7/2009 2:44:58 PM
SUPPORT	Administrator	SUPPORT	SUPPORT	UDP/IP on 1505	192.168.1.71	OK	10/16/2009 4:03:11 AM

Connection Conveniences

Beyond its ease of use and simple discovery of machines, PROXY Pro also incorporates user interface features that allow you to further organize your PROXY Pro Hosts:

- **Favorites list** - PROXY Pro lets you add any machine to a "Favorites" list – so you'll get one-click access to the machines you control most often – even establish a shortcut on your desktop.
- **History list** – PROXY Pro gives you the option to save a list of machines you most recently operated to a "History" list – making it easy for you to access the machines you just worked on.
- **Keyboard input conveniences** – You can easily send a predefined key combination (such as CTRL+ALT+DEL) to the Host as though it were entered on the keyboard of the remote Host; you can also define special key combinations on the PROXY Pro Master, which allows you to retain standard key combinations for local control and define new key combinations for the same functions on the remote Host.

These connection conveniences allow you to provide the speediest response possible to your users – enhancing your productivity and significantly decreasing user aggravation.

Monitor Multiple Machines at the Same Time

Of course, operating machine by machine isn't always how you want to work. In some cases, you'll want to be able to monitor multiple machines at once. For example, you may be installing software across several devices and must be available to input installation information or restart the machine on each system.

PROXY Pro's **Cycling Monitor** lets you do just that. Just pick any number of machines from your polling, History, or Favorites lists, add them to the Cycling Monitor, and watch as Proxy automatically cycles among them, displaying the next machine after the specified interval. You can click into any machine at any time you want if you need to remotely operate it.

In other cases, you might need to remote into a machine that is running multiple monitors. With PROXY Pro's **Multi-Monitor Support** you can easily capture any remote desktop spread across multiple monitors.

Flexible Screen Options Optimize Connections

An important issue to consider when evaluating remote support software is how well it will handle viewing and operating machines with different screen resolutions than your own. PROXY Pro offers numerous screen options so you can choose the option that makes sense for you:

- **Fit-to-window** lets you display the entire screen of the controlled machine inside the Proxy window on your console. You'll be able to see (a possibly scaled) version of the entire screen, so you can easily access whatever you need to access on the machine, without having to scroll.
- **Fit 1-to-1** lets you display the screen of the controlled PC at its own resolution, rather than a scaled version. You may have to scroll to see other portions of the screen (or use our Auto Scroll feature), but everything on the machine will be displayed as its real size, for maximum readability.
- **Full screen** lets the screen of the controlled machine "take over" your console, for maximum simplicity when operating the Host machine.

Strong Security

Security is another key consideration in your remote support software ROI analysis – costs associated with a security breach can be steep indeed.

PROXY Pro includes numerous security features that give you all the control you need over who has access to Host machines, and when they can access them.

For starters, access to a Host machine is governed by Windows user name and password. This windows-based strong authentication simplifies implementation of security procedures by giving network administrators the option to utilize their existing Active Directory database rather than usernames and passwords to set rules governing which machines can be taken over by remote agents. Granular permissions such as who can take input control of the Host machine, transfer files or print remotely can be assigned by username. User access rights can be configured on a per-user or per-group basis, and permissions can be distributed to multiple machines with just a click.

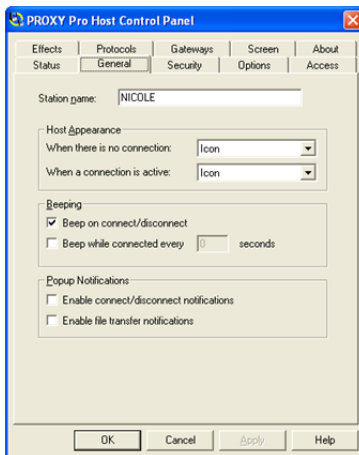
This integration with strong Windows authentication offers additional benefits besides security – it decreases your setup time, provides seamless integration to your network, easier user management, and enhanced levels of control.

Strong Security *continued*



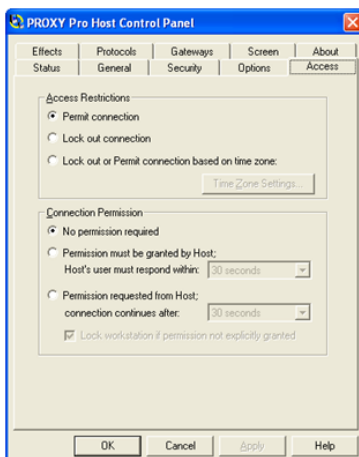
Authentication

- Single sign-on is supported when doing strong authentication. If the logged-in users' credentials are accepted, the user will not be prompted to enter a password for each new application. If the credentials are unacceptable, the user will be prompted to enter a user name, domain, and password.
- You can optionally configure the Host to accept previously supported Proxy passwords if you choose not to use strong Windows authentication as described above.
- PROXY Pro's default 256-bit encryption capability protects data that may be intercepted over the network connection during takeover by remote agents. If either



Notifications

- You can set a machine to provide audio and visual pop-up "toast" notifications when a Master is connected to a Host, or you can enable stealth mode access to remote machines by turning off the audio/visual notifications at connection time.
- For even more control, you can set specific times and days of the week during which your machine may be taken over. For example, you may permit usage of your machine after hours and on weekends, but prohibit access while you are at work.

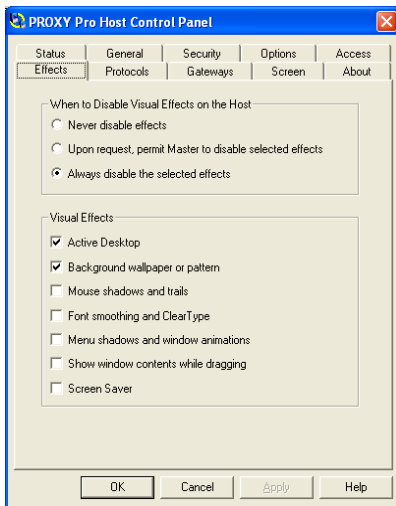


Access Restrictions

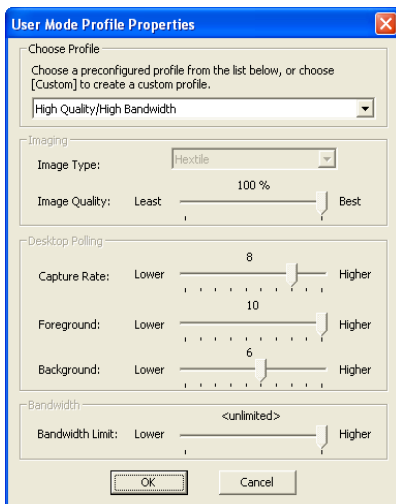
- Automatically reboot or lock your Host machine upon disconnect. This allows you to automatically reset the Host machine when you explicitly disconnect, or when your connection fails for another reason.
- For maximum access security, you can even require that a Master who wishes to connect to your machine explicitly request your permission prior to taking your machine over. If you deny permissions, the Master can't connect, even if it knows your password and is attempting to connect during permitted times.
- You can choose the TCP/UDP port numbers that Host will listen on; the default port for TCP and UDP is 1505 and the Gateway listens on 2303.
- Finally, you can grant/deny access to Hosts according to IP addresses.

Speedy, Reliable Operation

Performance is also an important ROI contributor – slow connections can significantly affect how fast you can resolve problems or perform system maintenance. PROXY Pro incorporates sophisticated data compression technology that ensures speedy operation, quick connections, and an enhanced user experience. These advantages are particularly important when you're operating remote machines. Proxy's connect time is significantly faster than that of other remote support software; it offers smooth performance regardless of the speed of the connection.



In addition to its data compression technology, PROXY Pro includes a powerful **Manage Visual Effects** feature to further optimize performance. Manage Visual Effects reduces the amount of screen data that crosses the connection by disabling graphic intensive features like wallpaper, screensavers, and mouse shadowing for the duration of the session.



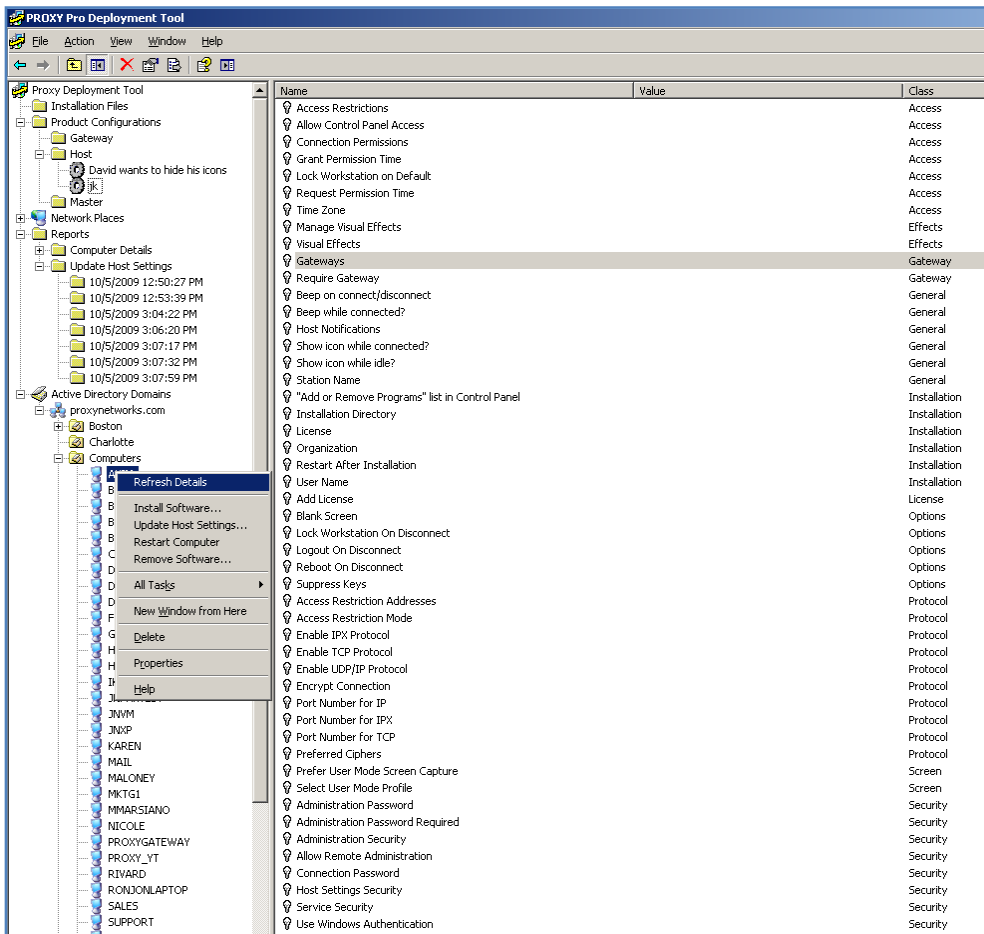
PROXY Pro's **Bandwidth Throttling** feature also allows screen capture settings to be modified in order to reduce the amount of bandwidth used. This is particularly helpful when using User-Mode screen capture for Windows 7, Windows Vista, and Server 2008 remote machines. This technology works without a mirror driver and is designed to adjust automatically to the amount of CPU and bandwidth available on the remote Host machine.

PROXY Pro is a highly reliable stable product – your connections to remote machines will stay up as long as there is network connectivity.

Ease of Deployment

An additional, significant factor in ROI on remote support software is how easy it will be to deploy to all the machines in your organization. In fact, if you're running hundreds or even thousands of machines, ease of deployment may even be your #1 concern.

The PROXY Pro Deployment Tool allows you to set up one configuration and deploy it to all machines, or to set up different configurations for different departments or user communities. In addition, you can use it to install upgrades and remove Proxy from any machine. You can even view reports on its operations, to easily determine the results of a software installation or removal.



The PROXY Pro Deployment Tool is a MMC snap-in that lets you easily deploy Proxy across any number of machines.

With the PROXY Pro Deployment Tool, you'll save both on your initial Proxy deployment and on upgrades – drastically reducing your administrative overhead and making it easier than ever to run Proxy everywhere.

Price

Finally, price is obviously a key element of ROI.

PROXY Pro charges one-time license fees that are up to 50% lower than 3-year total cost of ownership of hosted services. In addition, once you buy the licenses, you own the software assets in perpetuity. Between its low price and powerful array of features, PROXY Pro offers high value for a minimal investment.

Conclusion

Your key ROI consideration for remote support software include ease of use, performance/reliability, security, ease of deployment, and price. Proxy Networks remote support software provides maximum ROI. With PROXY Pro, your help desk staff will be more productive than ever, your users will be happy and satisfied with the services you're providing, and your staff will be equipped to handle the ever-more-complex network environments they're required to manage.

For more information please call 617-453-2700 or visit our website at www.proxynetworks.com