



Splashtop Enterprise Attended Only

The all-in-one remote access
and support solution.



Maximize your IT support team's productivity and revolutionize on-demand support with advanced performance, security, and service desk workflows. Enable IT to remotely support computers and mobile devices.

Key features and benefits

- **High Performance** – 4K streaming at 40fps and iMac Pro Retina 5K streaming at low latency. Reduced CPU utilization provides more headroom to process applications. Settings can be fine-tuned to get optimal performance. Optimized encoding and decoding engine takes advantage of the latest hardware acceleration from Intel, NVIDIA, AMD.
- **Secure Connections** – Secure infrastructure, intrusion protection, SSL/AES 256-bit encryption and other advanced security features.
- **Broad Device Support** – Remote into your Mac, Windows or Linux computer from any Mac, Windows, iOS, Android, or Chromebook device.
- **Multi-Monitor Support** – Remote into multiple monitors connected to your workstations.
- **In-session Features** – Users can transfer files, chat, record session, and more.
- **Granular Permissions** – Provide granular role-based and user/user group-based permissions.
- **SSO/SAML Integration** – For ease of deployment and centralized authentication, Splashtop Enterprise integrates with Single Sign-On identity providers.
- **Group-based Permissions** – Assign permissions by user/computer groups.
- **Group-admin** – Create group-specific admins.
- **Centralized Admin Console** – IT admins can easily manage remote access to devices through a centralized console.

Who benefits?

- MSPs can remotely access and provide attended IT support from a centralized console for their clients computers and mobile devices.
- Technicians can leverage the advanced service desk workflows to increase productivity and reduce mean time required to resolve issues from anywhere, and on any device.

Supported environments



Remote support features

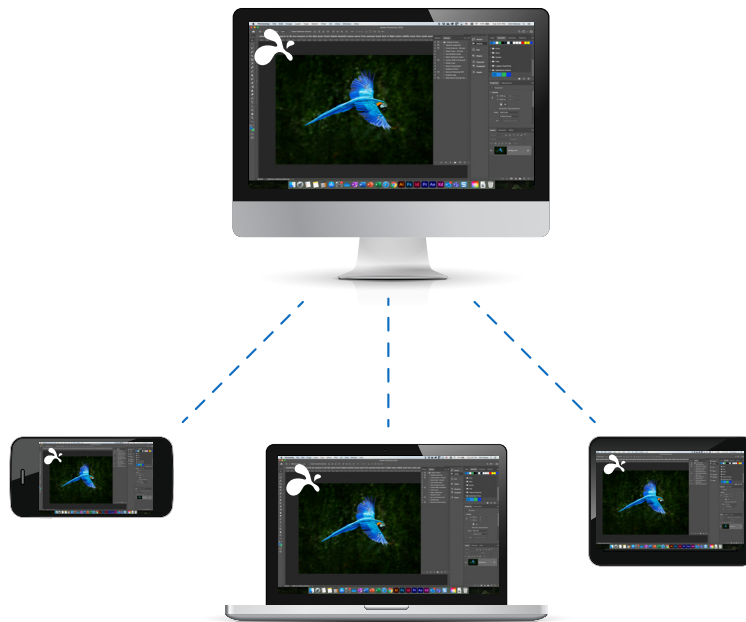
- **Attended Remote Support** – Quick, on-demand access to computers and mobile devices with a 9-digit SOS access code. Customize the SOS app with your own logo, color, instructions, and company name.
- **In-Session Voice Call** – Initiate a voice call to the end-user during the remote access session.
- **Integration with Ticketing and ITSM** – Splashtop Enterprise integrates with leading PSA ticketing and ITSM solutions providing easy access to starting a remote session. Session details are automatically logged in the ticket.
- **Improved On-Demand Support Workflow** – Generate a support link and send it to the end-user to download and run the SOS app. There is no longer the need for the end-user to pass the session code back. Additionally, technicians can see and work off of a support queue that shows the support requests assigned to them, and their status.
- **Support Channels and Technician Management** – Create support 'channels', group technicians, and assign roles and granular session management privileges. Technicians can easily transfer a support session and invite multiple technicians to join the session.
- **SOS Call** – End-users can request a support session through the SOS Call app. The session will be added to the channel's support queue.

Simple, straightforward pricing

\$40/month

Learn more

pax8.com/en-us/vendors/splashtop



**Fast and secure
remote access
to applications,
files and data
from any device.**



10050 N. Wolfe Rd., Ste. 260, Cupertino, CA 95014 USA
1-408-886-7177 - www.splashtop.com - ©2023, Splashtop, Inc. All rights reserved. 010923