



Splashtop Enterprise Technician

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



Enable employees to work remotely with unattended anytime computer access. Enable IT to remotely support computers and mobile devices. Provide students with scheduled access to lab computers.

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.
- **Unattended Android/Rugged IoT Support** – Splashtop Enterprise provides remote access and remote support to any Android device from any computer or mobile device even without an end-user present. Android devices include smart phones, tablets, POS devices, kiosks, set top boxes and more.
- **Multi-Monitor Support** – Remote into multiple monitors connected to your workstations.
- **Scheduled Access** – Schedule times for when users can remotely access computers.
- **In-session Features** – Users can transfer files, chat, record session, and more.
- **Microphone Passthrough** – Users can transmit input via local microphone to the remote computer as the microphone input.
- **USB Device Redirection** – Redirect a USB device (smart card reader, security key, stylus/HID device, or printer) on your local computer to the remote computer.
- **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 manage users, endpoints, and access permissions, and provide effective service desk support, all from a centralized console.
- IT teams can simplify and automate endpoint monitoring and management.
- Technicians can deliver superior IT support experiences with easy remote connection flows, quick troubleshooting and resolution from anywhere, and on any device.

Supported environments



Remote support features

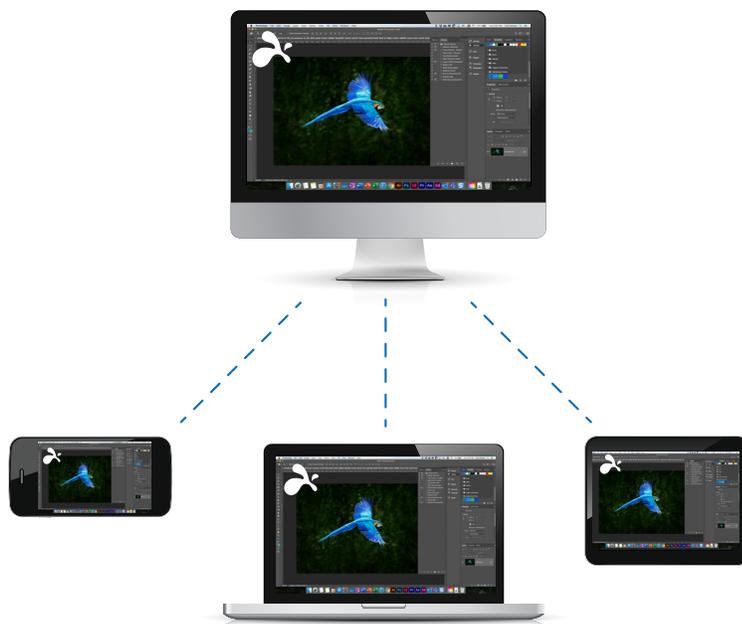
- **Unattended and Attended Remote Support** – Unattended, anytime remote access to managed devices. Quick, on-demand access to computers and mobile devices with a 9-digit SOS access code. Customize the SOS app with your own logo, color, instructions, and company name.
- **In-Session Voice Call** – Initiate a voice call to the end-user during the remote access session.
- **Remote Computer Management** – Send commands to an unattended remote computer's command prompt in the background, view Windows event logs, system/hardware/software inventory, endpoint security, and manage Windows Updates.
- **Configurable Alerts** – Set up alerts to monitor computer status, software installation, memory usage, Windows event logs, and more. Receive alerts via the Splashtop web console and/or by email.
- **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

Concurrent tech license
\$75/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
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