islonline

Remote Support // Remote Access // Live Chat // Web Conference

SUPPORT YOUR CLIENTS REMOTELY

Connect over the Internet to a computer or mobile device in seconds. View the screen and control the desktop to provide fast remote support for your clients.

◼ MAXIMUM SECURITY

Your remote connections will be protected by AES 256-Bit End-to-end Encryption.

◼ SUPPORT MOBILE DEVICES

Access and control mobile devices to troubleshoot problems. Details are available on our website.

◼ CUSTOMISE THE APP

Match remote desktop application with your corporate design and build on your brand.

◼ REBOOT AND RECONNECT

Switch user, log off or reboot a remote computer within the same support session.

REMOTE SUPPORT

Available for Free

Available on the App Store

Available for Free

ANDROID APP ON Google play

REMOTE ACCESS

SECURELY ACCESS UNATTENDED COMPUTERS

Access an unlimited number of remote computers, servers and mobile devices from one place. Manage programs, files and apps via the Internet.

■ DESKTOP ICON

Connect to your remote computers with one click without opening a web browser.

■ UNLIMITED FILE SHARING

Share files from your computer without uploading them to the cloud and access them quickly from anywhere.
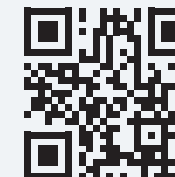
■ WAKE ON LAN

Access a remote computer even if it's turned off, in hibernation or in standby mode.

■ REMOTE SYSTEM INFORMATION

Gather a remote computer's vital information, like CPU, memory and data drives.

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LIVE CHAT

Your Website

OPEN

Your Website

Live Chat

Hello

How can I help you?

IMPROVE YOUR CUSTOMER SUPPORT

Be there for your website visitors when they need you. Answer sales inquiries or provide technical support immediately via live chat.

■ **REAL-TIME CUSTOMER SUPPORT**

Offer your clients instant answers and support without them having to resort to phone or e-mail.

■ **EASY TO ADD**

Copy a few lines of HTML/JavaScript code into your website source code and have your own live chat button.

■ **REMOTE DESKTOP VIA LIVE CHAT**

Pass from a chat to technical assistance via remote desktop with just one click and speed up the ticket resolution process.

■ **FULLY CUSTOMISABLE**

Offer your customers a new service in colours and logos they know and trust.

"We have been using ISL Online live chat since 2010. With the live monitoring and powerful reporting possibilities their team developed for us we have been able to optimise the performance of our professionals in the Contact Centre and raise the already high standards of our customer service."

Álvaro Rudíez, Arsys

HOST ONLINE MEETINGS OR WEBINARS

Organise online meetings, live webinars and online training. Connect your team over the Internet to reduce expensive business trips while gaining flexibility and time.

■ MEET ONLINE TO SHARE IDEAS

Email an invitation link to share a screen or presentation.

■ WEBINAR

Deliver online seminars, lectures and workshops to wider audiences.

■ SESSION RECORDING

Play back the recorded online meetings or webinars and reuse existing content.

■ CHAT, VOIP & VIDEO

Do not cut back on the personal touch. Communicate face to face using a webcam and a headset.

WEB CONFERENCE

Available for Free

Available on the App Store

Available for Free

ANDROID APP ON Google play

BENEFITS

THIS IS WHAT OUR CLIENTS SAY …

- 80% of all technical tickets solved through remote support
- Faster problem resolution
- Operator's performance improved by 30%
- All in one solution for numerous online scenarios
- Considerable money savings
- One license for a whole corporate group
- Unique licensing model produces a strong ROI
- 65%+ decrease in support costs
- Time savings
- Decreased administration operations
- Integration with existing business software
- Outstanding technical support performed by ISL Online professionals

… IT'S NOW YOUR TURN TO EXPERIENCE THE ISL ONLINE SERVICES.

OUR USERS

"We are very satisfied with the product we have chosen. The ISL Online remote support tool ISL Light offers reliability, high speed and high quality screen sharing and session recording, while the product is extremely easy to use."

**Dietmar Elsler,
Raiffeisen Online**

"Compared to a similar service from another provider, we have saved more than €1,000 by choosing ISL Online."

**Hari K Adithyan,
Dutco Balfour Beatty**

"The Corporate License does not limit the number of users, workstations or simultaneous active connections, which is great for us."

**Joerg Sitzlack,
Konica Minolta
Business Solutions Europe**

200,000+ businesses.

100+ countries.

10,000,000+ sessions per year.

MAXIMUM SECURITY SINCE 2003

ISL Online guarantees maximum security with top industry-standard security technologies since its first launch in 2003.

■ BANKS AND GOVERNMENTS

Institutions with the toughest security standards, such as banks, government and insurance companies, have been using ISL Online software for years.

■ STRONGEST ENCRYPTION

AES 256-Bit End-to-end Encryption protects top secret information and has a higher security level than many online banking services.

■ CUSTOMER PROTECTION

The customer can revoke control from the technician or terminate the support session at any time.

■ UNIQUE SESSION CODE

Once you close a support session, the code becomes obsolete and can never be used again.

"We switched to ISL Online due to high security and privacy specifications, which the old remote desktop provider no longer fulfilled."

Dietmar Elsler, Raiffeisen Online (banking sector)

SECURITY

Data Center
ISL Conference Proxy

Strong SSL Connection

RSA 1024 bit AES 256 bit
Diffie-Hellman
AES 256 bit end-to-end encryption

Firewall Connection Ports

Code Signing

Join a Session

555 562 121

Join

Session Code

555 562 121

555 562 121

Waiting for Client

User Authentication

Function Transparency

Operator

Client
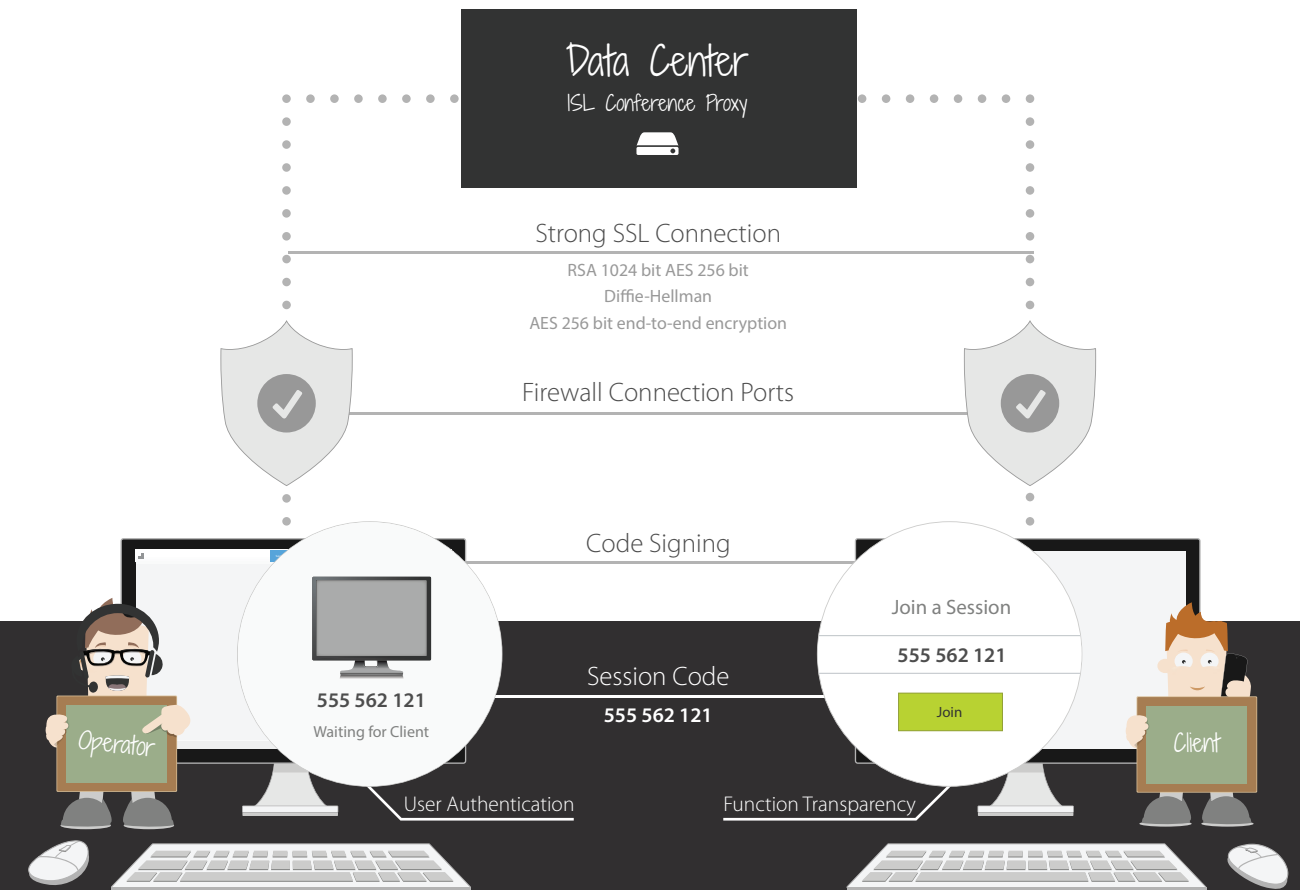
HOSTING OPTIONS

- **SOFTWARE AS A SERVICE**
  No installation
  99.99% service uptime
  Optimal performance, speed and reliability
  Global coverage
  Always up-to-date version
  No maintenance costs
  Scalability of the service

- **SERVER LICENSE**
  Full independence and control
  All connections established through a private server
  Maximum privacy and security
  Private cloud option

- **PRIVATE CLOUD**
  Larger companies with a server license
  Network of private servers
  An almost 100% fault tolerant system
  SaaS benefits with the server users' privacy
  Fully scalable

SOFTWARE AS A SERVICE

SERVER LICENSE

PRIVATE CLOUD
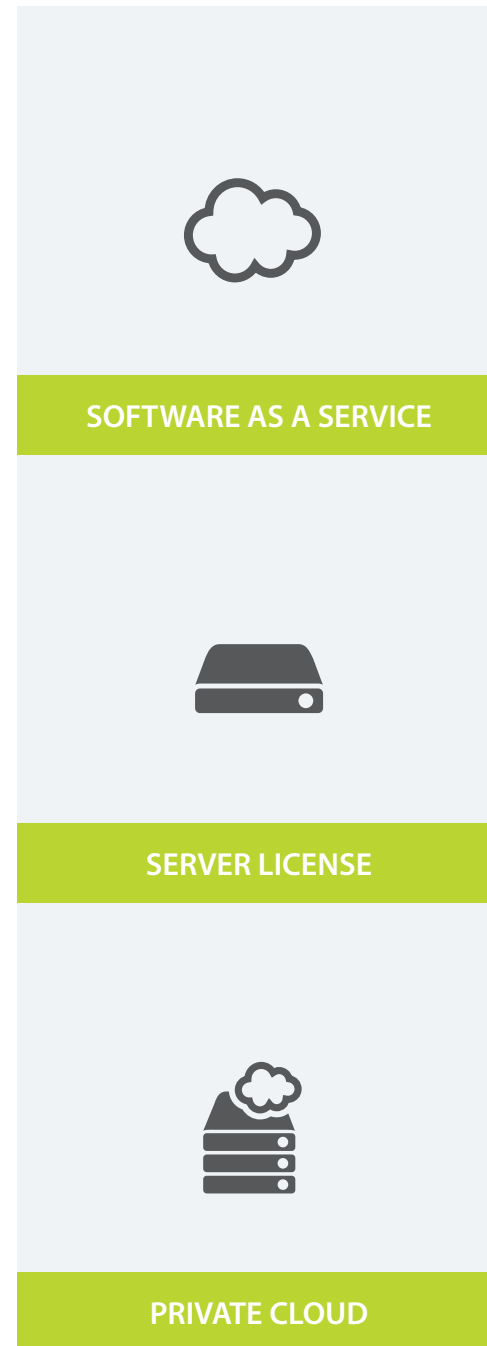
LICENSE

Remote Support   Remote Access   Live Chat   Web Conference

- **ALL IN ONE**
  One ISL Online license includes remote support, remote access, live chat and web conferencing software, as well as all products' mobile apps.

- **UNLIMITED INSTALLATIONS**
  You may run ISL Online software on an unlimited number of computers or mobile devices.

- **UNLIMITED WORKSTATIONS**
  You may connect to an unlimited number of computers.

- **UNLIMITED OPERATORS**
  You may create an unlimited number of operators that can host a session.
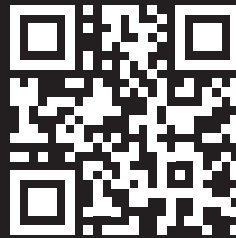
- **UNLIMITED CLIENTS**
  You may connect to an unlimited number of clients.

The number of purchased licenses defines the number of simultaneous sessions.

TRY ISL ONLINE

We help thousands of businesses and individuals power up their online technical and sales support. Try ISL Online and experience the benefits yourself.

The first 15 days are on us.

www.islonline.com | sales@islonline.com

Slovenia
T: +386 1 244 77 60

Switzerland
T: +41 (0)62 724 13 60

UK
T: +44 1793 608 737

USA
T: 1-877-475-6654

ISL ONLINE LICENSE

All in One	One license includes remote support, remote access, live chat and web conferencing software.
Unlimited Installations	You may run ISL Online software on an unlimited number of computers or mobile devices.
Unlimited Workstations	You may connect to an unlimited number of computers.
Unlimited Number of Operators	You may create an unlimited number of operators that can host a session.
Unlimited Number of Clients	You may connect to an unlimited number of clients.
Upgrades & Updates	Available at no extra cost for SaaS users. 15% of license value per year for Server License owners.
Simultaneous Sessions	The number of purchased licenses defines the number of simultaneous sessions.
Multisession Option	Start unlimited simultaneous sessions from the SAME computer by using only one license.

SECURITY

	Remote Support	Remote Access	Live Chat	Web Conference
AES 256-Bit End-to-End Encryption	●	●	●	●
Passess Firewalls	●	●	●	●
User Authentication	●	●	●	●
Unique Session Codes	●	●		●
Code Signing Certificate	●	●	●	●
One-Time Access Passwords		●		
Personal Access Password		●		

FEATURES

	Remote Support	Remote Access	Live Chat	Web Conference
Screen Sharing	●	●	●	●
File Transfer	●	●	●	●
Chat	●	●	●	●
VoIP & Video	●	●		●
Unattended Remote Access		●		
Multi-Monitor Support	●	●		
Remote Reboot and Reconnect	●	●		
Wake on LAN		●		
Session Transfer	●	●	●	●
Session Recording (Export to AVI)	●	●		●
Remote Printing	●	●		
Unlimited File Sharing				●
Administrator Rights	●	●		
Remote System Information	●	●		●
Real-Time Customer Support	●	●	●	●
Whiteboard Annotations	●	●		●
Enterprise Instant Messaging			●	
HTML / AJAX Client			●	
IP Geolocation			●	
Canned Responses			●	
Online Meetings				●
Webinar for Large Audience				●
Import & Export PowerPoint				●

MANAGEMENT

	Remote Support	Remote Access	Live Chat	Web Conference
User Management	●	●	●	●
Reports	●	●	●	●
Surveys	●		●	●
Email Notifications	●	●		●
Sharing Computers with Users		●		
Set Participants' Roles				●
History	●	●	●	●

CUSTOMISATION

	Remote Support	Remote Access	Live Chat	Web Conference
Change Skin & Logo	●	●	●	●
Connect Box	●	●		●
Branded Access Point	●	●	●	●
Integration via API	●	●	●	●
Multiple Language Support	●	●	●	●
OEM Customisation	●	●		

MOBILE DEVICE SUPPORT

	Remote Support			
Remotely Control Mobile Devices*	●			
Screen Sharing**	●			
View Screenshots of Mobile Devices	●			

*Remotely control Android mobile devices from your computer (Samsung mobile devices with Android 4.2.2 or later and all rooted mobile devices supported).

**Works on all Android 5.0+ devices.

PLATFORMS

	Remote Support	Remote Access	Live Chat	Web Conference
Microsoft Windows	●	●	●	●
Mac OS	●	●	●	●
Linux	●		●	●
iOS	●	●		●
Android	●	●		●

SUPPORT

	Remote Support	Remote Access	Live Chat	Web Conference
Availability		Week Days (08:00 - 22:00 CET, except 1/Jan, 1/May, 25/Dec)		
Premium Support 24 x 7 x 365		Available for an extra fee.		
Online Live Chat Support	●	●		●
User Manuals	●	●	●	●
Video Tutorials	●	●	●	●
Integrations Manuals	●	●	●	●
API Documentation	●	●	●	●