islonline

Build the Customer Support Service You Will Be Proud of!

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

ALL YOU NEED
FOR A GREAT REMOTE SUPPORT SERVICE

4 products. 1 license.

With the unique challenges of a modern enterprise environment in mind, we designed an attractive price-performance product, including secure enterprise remote desktop, live chat and web conferencing software in one license.

REMOTE SUPPORT

FOR EFFICIENT SUPPORT SERVICE

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

LIVE CHAT

FOR IMPRESSIVE REAL TIME CUSTOMER SUPPORT

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

REMOTE ACCESS

FOR PRECISE REMOTE SUPERVISION

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

WEB CONFERENCE

FOR MORE TALK AND LESS TRAVEL

Organise online meetings, webinars or training and connect people over the Internet. Reduce travel costs while gaining flexibility and time.

User-Management

Reports

Session Recording

Maximum Security

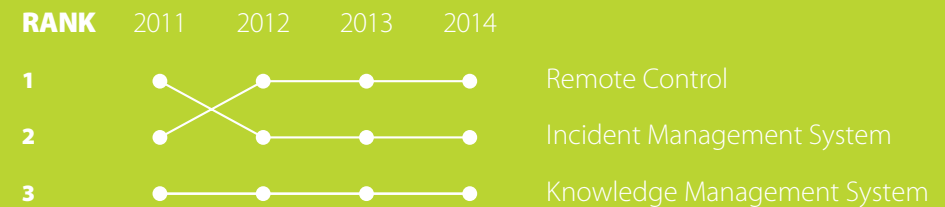## Firewall Friendly

100% Reliability

Free Support

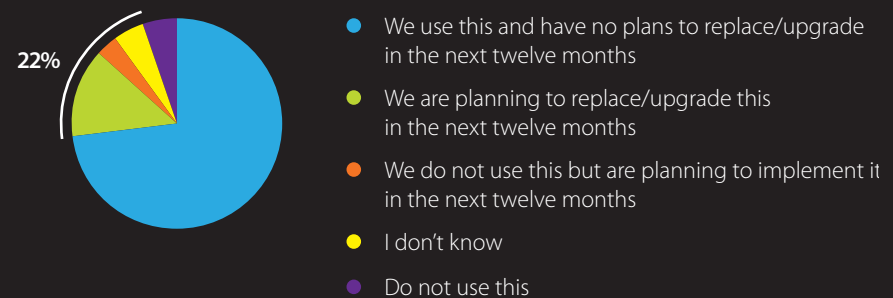## Customisation

A MUST-HAVE TOOL!

Since 2012 remote support tools have been voted the most important tool for desktop support teams to have. In 2014 almost 43 percent of organisations are resolving more than half of their tickets through remote support.

RANK	2011	2012	2013	2014	
1					Remote Control
2					Incident Management System
3					Knowledge Management System

Source: HDI Remote Desktop Industry Report 2014

SEIZE THE OPPORTUNITY!

Potentially 22% of desktop support organisations are planning technology implementation of their remote control service in the next twelve months.

22%

- We use this and have no plans to replace/upgrade in the next twelve months
- We are planning to replace/upgrade this in the next twelve months
- We do not use this but are planning to implement it in the next twelve months
- I don't know
- Do not use this

Source: HDI Remote Desktop Industry Report 2014

arsys

FROM A SIMPLE LIVE CHAT
TO A POWERFUL SERVICE DESK TOOL

Case 1: Live Chat and Remote Desktop Integration for Arsys

Arsys, a leading Spanish Cloud Service Provider, started using ISL Online in 2010. The combination of live chat and remote desktop was a winning one and since then the amount of support through this channel has grown considerably. ISL Online has successfully implemented all of the Arsys' demands and fulfilled all of their expectations.

NEW NEEDS – NEW REQUESTS

• Live monitoring by means of various real-time and daily statistics
• Powerful reporting possibilities
• Advanced statistics for remote desktop and live chat sessions
• Session data export to any of the supported SQL databases
• Integration into Arsys' CRM system
• Redesigning of the live chat template according to the new Arsys' design
• Modern layout of ISL Conference Proxy web pages

BENEFITS

• Better control over the chat flow
• Improved performance of the chat agents
• Transparent view of the whole real-time situation
• Well-documented chat and remote desktop session recordings
• Better prediction of the rush hours and optimisation of the help desk workload
• Shorter waiting window for clients
• Faster ticket resolution
• Advanced calculations to figure out the impact of live chat and remote desktop
• Possibility of creating custom reports and performing various calculations without burdening the production server
• Visibility of the chat process and conversations for everybody in the company through CRM (not only the chat team)
• Joining support, sales and management teams to get the maximum out of the customers' information

24/7

CONTACT CENTRE

100

PROFESSIONALS

2700

QUERIES PER DAY

20%

SOLVED OVER LIVE CHAT

Arsys provides Internet solutions for companies and SOHOs. Its multi-channel 24/7 Contact Centre is considered one of the best in the industry. More than 100 highly qualified professionals form Arsys' Customer Service Team, who solve over 2700 queries a day through various support channels. Nearly 20% of all Arsys' queries are solved over live chat and remote desktop support.

Ask for technical details about the Arsys project at support@islonline.com.

"With the live monitoring and powerful reporting possibilities the ISL Online 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

AVG
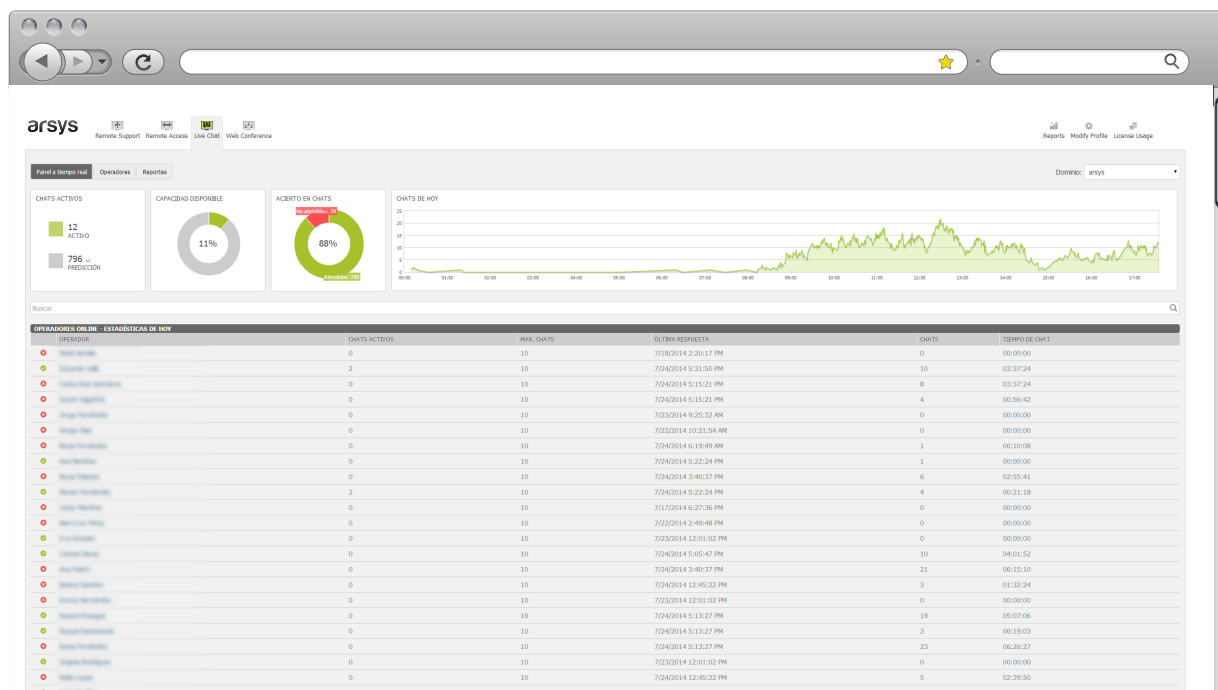
FULLY CUSTOMISED
AND INTEGRATED REMOTE DESKTOP SOLUTION
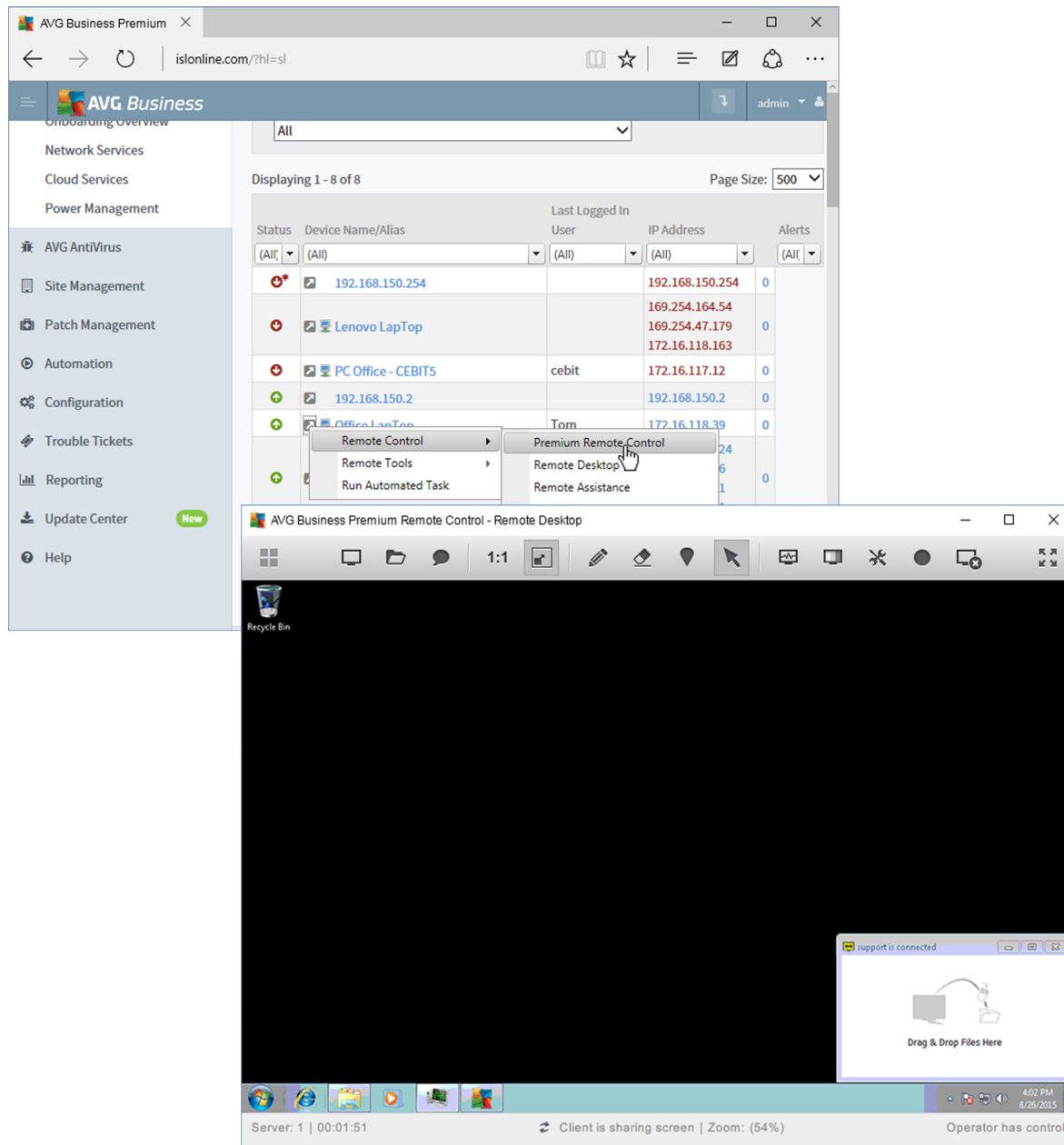
Case 2: AVG Technologies

AVG® Technologies N.V. (NYSE: AVG) has integrated ISL Online's remote access (ISL AlwaysOn) and remote desktop control (ISL Light) software into AVG Business Managed Workplace - a remote monitoring and management (RMM) platform, to give Managed Services Providers (MSPs) the ability to easily access and control an unlimited number of unattended remote computers.

BENEFITS

• A simple upgrade of an existing solution
• Complete customisation matching the design of a partner company
• Fast implementation and a quick launch onto the market
• Low investment in R&D
• Proven technology with high security standards
• New differentiated marketing advantages
• Staying ahead in a rapidly evolving market

WHAT HAS BEEN DONE?

• ISL Online logo, icons and images have been replaced by AVG ones
• The colours have been changed to match the AVG design
• The application name has been changed to AVG Business Premium Remote Control
• The "Sign-up" and "Forgot password" options have been removed from the Login window
• All texts, pop-up windows etc. have been rebranded
• The default install path has been adjusted to AVG branding
• The computers tab has been hidden in the Dashboard
• The VERYSILENT installation of remote access application on managed devices has been enabled
• The one-click automatic connection to managed devices with a pre-set password has been activated

More on OEM customisation for AVG Technologies on http://www.islonline.com/technology/integrations/avg.htm

"Partnering with ISL Online has enabled us to provide an integrated, premium remote access solution for Managed Workplace 9.2. ISL Online makes it even easier for AVG partners to effectively and efficiently administer remote IT management services to their business customers - all from a single platform."

Francois Daumard,
AVG Business

bmc

IMPROVE YOUR INCIDENT MANAGEMENT PROCESS

Case 3: Integration into BMC Remedy Service Desk

Being a BMC Technology Alliance Partner, we give you the possibility of integrating ISL Online enterprise-level remote support into BMC Remedy Service Desk, one of the world's leading ITIL incident management products. The integration enables service desk representatives to launch a support session and control a remote computer from within the BMC Remedy Service Desk. Once the support session is completed, the BMC Remedy's incident is automatically updated with the remote session details giving the whole team, tech staff, administrators and managers, a more comprehensive view of their IT process.

REQUIREMENTS

• 30 minutes for integration
• A valid ISL Online SaaS or Server License (see hosting options)
• A valid BMC Remedy Service Desk License

BENEFITS

• Streamlined and automated support process
• Reduced support curve
• Increased productivity of the service desk
• Increased first call resolution rate
• Reduced site visits and time saved
• Consolidated view of end-users' issues
• Finding detailed remote session info under each incident
• Visibility for the whole team

More on BMC Software integration on our webpage http://www.islonline.com/technology/integrations/bmc.htm
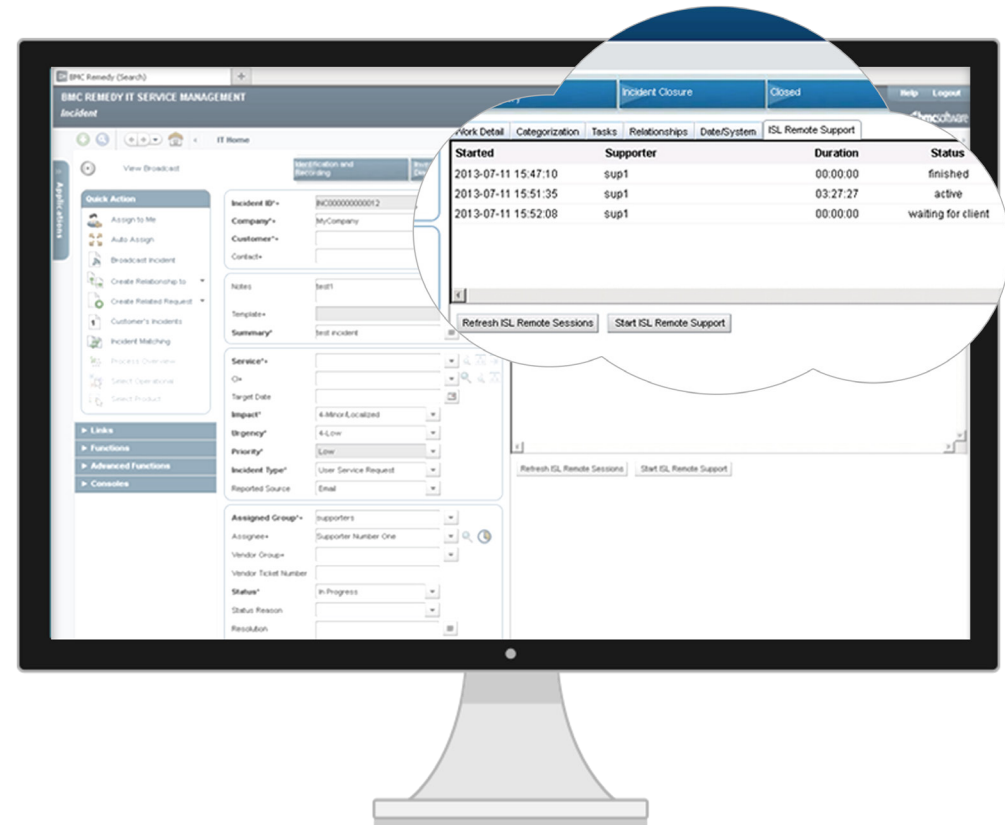
HOW IT WORKS

OPERATOR

1. Creates a ticket within the BMC Remedy Service Desk or opens an existing one
2. Clicks on Remote Support tab
3. Tells the session code or emails invitation link
4. Takes full remote control to resolve technical issues

CLIENT

1. Types in the code or clicks on the link
2. Allows remote control
3. Relaxes while his/her computer is being taken care of

MAXIMUM SECURITY SINCE 2003

ISL Online has guaranteed 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.
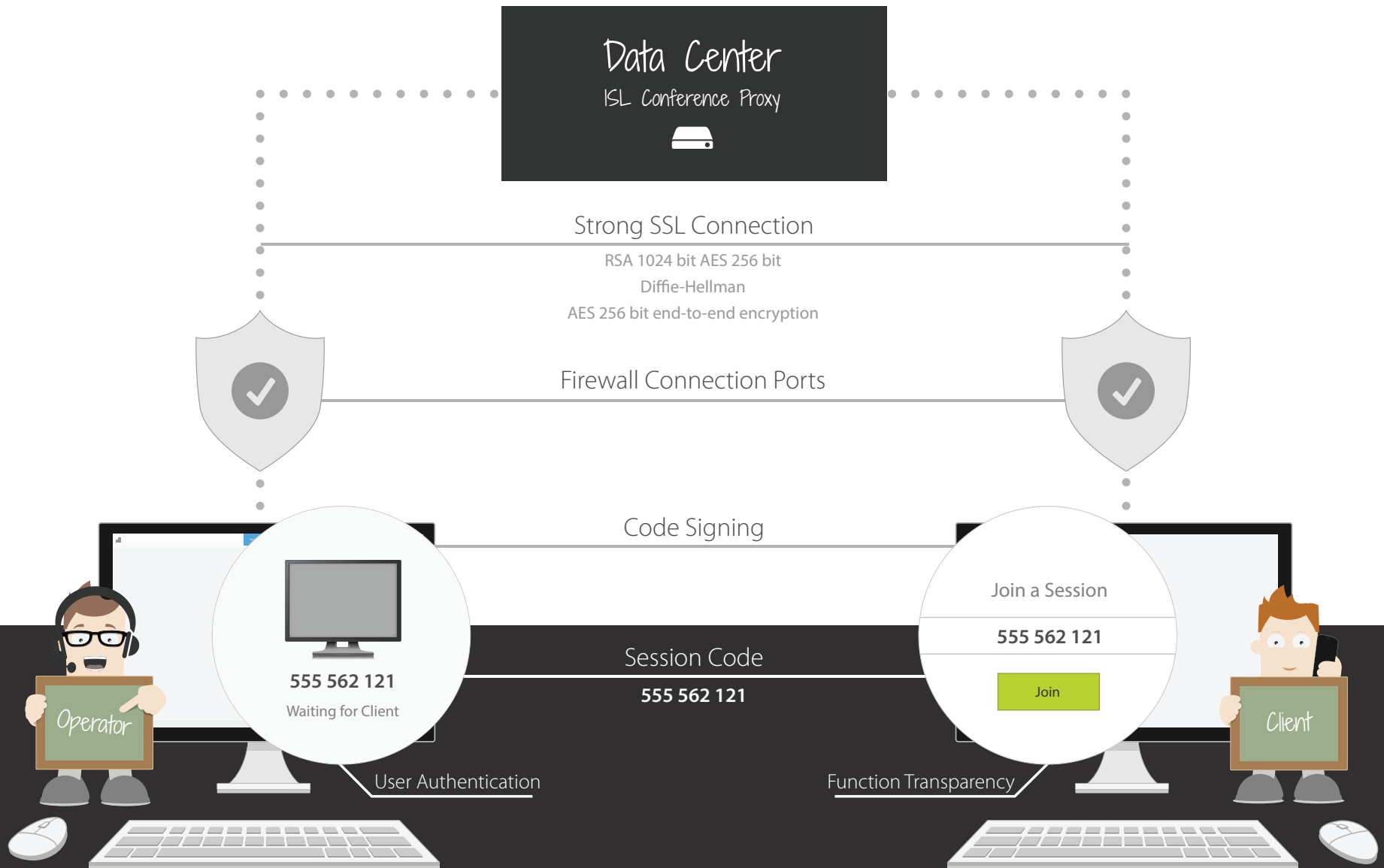
■ CUSTOMER PROTECTION

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)

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

ISL ONLINE ON-PREMISES OR IN THE CLOUD

Hosting Options

We are committed to the highest security standards in industry and believe in simple solutions that offer an enterprise a means of effective technical support with minimal infrastructure needs or continuing costs.

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

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

SERVER LICENSE

- On-premises server installation
- Full independence and control
- Maximum privacy and security
- Private cloud option

PRIVATE BOX

- A turnkey on-premises solution
- Pre-installed and pre-configured on IBM System x3550 M3 or similar 1U rack-mountable server
- Unlimited Corporate Server License (CSL)
- Unlimited simultaneous sessions
- Customisation options
- Integration into leading third-party solutions

Swiss Post and **Konica Minolta Business Solutions** have implemented the ISL Online corporate server license in their businesses. Both companies acknowledge the benefits such as total cost optimisation for remote desktop software and decreased administration operations.

LICENSING

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.

For information about pricing please visit our online shop www.islonline.com/shop or write us at sales@islonline.com.

BECOMING AN ISL ONLINE PARTNER

Over the past 10 years ISL Online has built up an extensive network of partners who help us deliver our Enterprise Remote Desktop services to the users all over the world. Grow with us.

HOW TO BECOME A PARTNER?

1. Sign up for a free trial
2. Buy a license
3. Send us an email to partnership@islonline.com

Please provide some basic information about your company, your experience and a rough idea of how you plan to promote and sell the ISL Online software.

REFERRER

• Almost no requirements
• Promotes the links to our official ISL Online website
• Receives notification of successful purchases from ISL Online
• Sales commission starts at 15%

RESELLER

• Shows a commitment
• Receives notification of sign-ups and successful purchases from ISL Online
• Follows his/her leads
• Receives marketing and technical support from ISL Online
• Sales commission starts at 30%

200,000+ businesses.
100+ countries.
10,000,000+ sessions per year.

Canon

KONICA MINOLTA

AVG

azteca

IDEXX

FUJIFILM

NEC

SWISS POST

TELECOM Liechtenstein

DAIHATSU

Telefónica

Raiffeisen BANK

HYPO GROUP ALPE ADRIA

AXA

AON

hp

Deloitte.

HITACHI

FUJITSU

NOVARTIS

SHARP

RICOH

FUJI XEROX

MANGO

Europcar

Coca-Cola

MIGROS

Universidad Rey Juan Carlos

BT

Adecco

MITSUBISHI ELECTRIC

AGCO Your Agriculture Company

datalab

KONAMI

SUZUKI

accenture

Batelco

arsys

"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

PIONEERS OF THE REMOTE DESKTOP INDUSTRY

Founded in 2001, ISL Online was listed among the first providers of the remote desktop software. The knowledge and rich experience we have gained through the years reflect in all of our products that round up an all-inclusive online communication service. Throughout the way, we have managed to keep constant focus on offering superior products and services at a cost that produces a strong ROI.

Try ISL Online and join us!
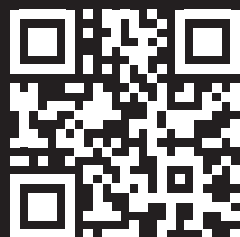
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