In today's workplace, employee productivity is paramount and when issues arise or impair employee productivity, it is essential that issues are resolved as quickly as possible. The key is to provide technicians the means to reliably detect and resolve errors without having to physically be on the customer's machine or device.

HEAT Remote provides technicians and customers the ability to initiate a remote control session without the technician having to physically be on-site with the customer, saving the company time and money. HEAT Remote not only provides a more efficient and secure means to resolve customer issues, but also helps increase first-call resolutions and improve overall customer satisfaction and compliance.

**Fast Problem Recognition**
To facilitate quick identification of faults and their sources, users can issue the help call, which is then displayed in the central web console. A single mouse click is all it takes to connect to the user's device. You can also keep constant track of important user-free systems such as kiosk systems or CNC machines. Real-life monitoring even allows you to monitor several systems simultaneously. You can run several remote support sessions at a time across multiple platforms.

**Fully Integrated**
HEAT Remote is fully integrated into both HEAT Service Management and HEAT Client Management solutions, providing seamless workflow to help technicians and engineers troubleshoot computer issues more effectively.

**Constant Access to all Systems**
HEAT Remote gives you fast and reliable access to servers, desktops, laptops, and virtual hardware, even in remote locations.

The robust protocol and connection via TCP or HTTP speeds up access to WAN-based devices and mobile users. No previous software installations are needed on any PC to start HEAT Remote on the company network.

Thanks to support for high resolutions, you can navigate even complex applications such as CAD tools. In addition, HEAT Remote supports web based session handling and allows for accessing non VPN connected clients across the web for efficient access to remote machines at home offices, hotels or coffee shops.

**Key Features**
- Technician-initiated remote control session directly within HEAT
- Remote session audit history captured as part of Incident and Problem record
- Applications can be selected when establishing a connection
- File transfer (files and folders)
- Flexible connection parameters and encryption
- Remote control for Microsoft Windows Client and Server products as well as Linux and Mac
- Remote session audit logs
- No need for remote control client deployments
- Web-based session handling
- User in control of remote control session and access
- One-off remote sessions with unmanaged clients
- Reboot and reconnect
- Drawing tools
- Remote printing
- Remote diagnostics

**Key Benefits**
- Reduced number of on-site visits by up to 99%
- Proactive support due to early error recognition
- Considerable reduction of downtime, shorter processing times and higher first-call resolution rates
- Enhanced security by consolidating remote access rights
- Encrypted data transfer protects sensitive data
- High acceptance levels from users and works committee members
In complex situations, you can let the user see or even control your display. A file manager lets you access and transfer files and complete folders. In addition, HEAT Remote lets you use any keyboard shortcuts, restart the PC, assign software, or initiate completely new installations.

Using the same mechanics, HEAT Remote lets you even control user-free systems.

**Improved Protection of Sensitive Data**

HEAT Remote uses a secure 256-Bit AES encryption, at-rest data encryption, and TLS/SSL connections between host and master, reliably protecting the data even during transfer across the network. Furthermore, remote access is completely integrated in the comprehensive HEAT Client Management role and authorization model. You use the Active Directory and the role-based model to define who can access which devices.

Security guidelines are managed centrally or enable decentralized configuration. The desired state mechanism ensures that HEAT Remote is always correctly configured, making any manipulation next to impossible. The Instant Client, which self-installs on establishing a connection and afterwards automatically uninstalls, provides maximum security for home office users.

**High Acceptance Throughout**

Users retain complete control even during remote access. The user decides whether to allow access and which applications are shown. With this approach, HEAT Remote provides far-reaching protection of sensitive data while also observing employee data protection rights. This makes HEAT Remote very popular with users.