

SecureLink for Vendors

SecureLink is designed for technology vendors that service enterprise customers in secure and regulated environments. Technology providers are faced with the dual challenge of supporting increasingly complex products with efficiency while adhering to demanding customer requirements in security, audit and regulatory compliance.

SecureLink's remote support solution streamlines operations to improve support - which saves time and resources, while eliminating the risk of compromised access.



FEATURES
Browser based, platform independent
Flexible deployment options - hardware, virtual machine or hosted
Built-in credential management system
Integrates with existing CRM and authentication systems
Native, anytime access to any TCP-based service on any OS, including RDP, SSH, and databases
Built-in tools for desktop sharing, file transfer and command line
Optional modules available for end-user support (QuickConnect), task automation (Robot), and system monitoring (Alerts)

BENEFITS
Streamlined connectivity platform reduces costs and improves service levels and customer satisfaction
No client-provided software is necessary, so it eliminates VPN setups, management, and conflicts
Eliminates liability of shared accounts and ad-hoc support methods
Powerful, yet easy to use while accommodating customers' security and audit requirements
Eliminates direct costs of desktop sharing services, modems, and travel
Fast and easy deployment
Scalable to thousands of technicians and tens of thousands of customers