

5 Must-have remote support capabilities for your ITSM solution.

By Splashtop & Freshworks



The rise of the distributed workforce

The rise of the distributed workforce—a new blend of both remote and on-site employees, is top of mind for most organizations. Remote work has become a must, not a choice. With 68% preferring a hybrid workplace model even after the pandemic ends, employees expect their employers to offer remote work options, even if it's just a few days per week.

68%

of employees prefer a hybrid workplace model even after the pandemic ends¹

¹Pulse of the American Worker Survey, Prudential.





Distributed work creates new issues for IT

Not offering distributed work options can present a real risk, as companies could lose top talent to companies that offer distributed work environments. Up to 42% of employees would look for a different job if their employer refused to offer remote work options long term. At the same time, hybrid work models create massive pressure on IT to have the right technology in place to ensure performance, availability, and security.

Distributed workforces amplify BYOD (bring your own device) issues when employees use their own laptops and mobile devices to access corporate information. And this isn't an uncommon practice: two out of three employees use their personal devices at work, regardless of their employer's BYOD policies, which increases security exposure especially with VPNs.



of respondents don't have access to all the work systems needed to do their jobs.²

²Creating a Dynamic Workforce: Empowering Employees for Productivity and Growth, O2 Business, March 2021.



Remote access solutions are key to productive remote work

In a distributed workplace, employees must have the right tools to work from any location, but technology solutions often fall short. A recent O2 Business survey reports that 42% of respondents don't have access to all the work systems needed to do their jobs which impacts employee productivity and job satisfaction.

Organizations need a reliable, fast, and secure solution that lets distributed workers securely access key computing resources. For companies with these requirements, remote access solutions are setting a new trend.

Remote access solutions support distributed work by:

- Connecting employees to their work computers when they're not at the office.
- Enabling IT to support computers and mobile devices remotely to troubleshoot, diagnose, and fix issues.
- Leveraging existing computing resources and giving users more flexibility in accessing them.
- Ensuring business continuity.
- Improving security, performance, and scalability vs. traditional VPN solutions which fall short in those areas.

How IT teams use remote access solutions

- Access end users' computers and mobile devices to troubleshoot and resolve issues.
- Manage and monitor corporate computers to ensure they're up to date.
- Ensure company data is protected while keeping remote employees productive.
- Give remote employees access to their work computers.
- Remotely control computers over fast connections with HD quality and sound.

Eliminate manual steps of logging into multiple systems to manage issues through seamless integrations with helpdesk ticketing, ITSM, and PSA solutions

5 Things to look for while choosing the right remote support solution for your ITSM

#1

Fast performance and dependable reality

A remote access solution must work from anywhere regardless of whether the user is at home, the airport, Starbucks®, or another location. It needs to support fast connections for common business tasks such as video calls, file downloads, and corporate applications to eliminate user frustration and ensure high productivity.

Additionally, some users need access to specialized solutions like 3D modeling and video editing software. Fast remote connections are critical for those users who need to run these applications on their remote computers.

A remote access solution also needs to be reliable and work consistently (many remote access solutions struggle in this area), which helps eliminate support tickets and ensure enthusiastic end-user adoption.

A modern remote access solution should:

- Maintain high-performance speed on any device even for resource-intensive tasks like video editing, 3D drawings, and more.
- Be consistently reliable— downtime isn't an option.
- Eliminate lag when supporting remote users, wherever they're located.



#2

Simple for IT to set up, manage, and scale

Your IT team is likely busy solving high-value issues and supporting remote users; they don't need to babysit a remote access solution. Solutions should be straightforward, quick to deploy, and require minimal maintenance.

A remote access solution should have functionality that makes IT's job easier, including:

- Easy-to-use administration console that makes managing users, devices, and settings simple.
- Scales quickly to support thousands of users and work consistently so productivity isn't impacted, and business continuity is maintained.
- Integrate with other popular IT tools such as help desk ticketing, ITSM (IT Service Management), and PSA (Professional Services Automation) solutions to minimize the amount of manual work IT needs to perform and increase their productivity.

A man with a beard and an orange beanie is sitting at a table, writing in a notebook. He is wearing a dark blue long-sleeved shirt. The background is a blurred indoor setting, possibly a cafe or office.

#3

Easy and intuitive for end-users

End-users have a few requirements for new software: it needs to work—every single time—while being easy and intuitive to use. A reliable solution ensures that it is used consistently; otherwise, employees may look for alternate solutions (which can increase issues and result in security holes).

The ideal solution is also so simple that it doesn't require training which eliminates the need for IT to set up and run training sessions while boosting end-user adoption.

Be sure to ask the vendor if their solution supports:

- File transfer, chat, multi-monitor support, remote reboots, and sharing desktops.
- Multiple operating systems and devices, including Windows, Mac, iOS, Android, and Chromebooks. This type of broad support is critical so employees can use their own computers, tablets, or phones.



#4

Top-notch security

Many security policies are built around the assumption that users will access data from an organization's physical location, which isn't compatible with the new world of distributed work. To safeguard against breaches, you'll need a remote access solution with strong security for corporate data, devices, and your network.

Look for these security features:

- Authorization and multi-factor authentication should take place each time users and devices log in and connections need to be encrypted.
- Access permissions need to be manageable at the granular level to ensure secure and streamlined IT practices and reduce manual work.
- Comprehensive logs for auditing and compliance.
- SSO (single sign-on) integration eliminates the need for your IT team to manage multiple user accounts. SSO makes it easier to know who is connecting and to manage those connections.



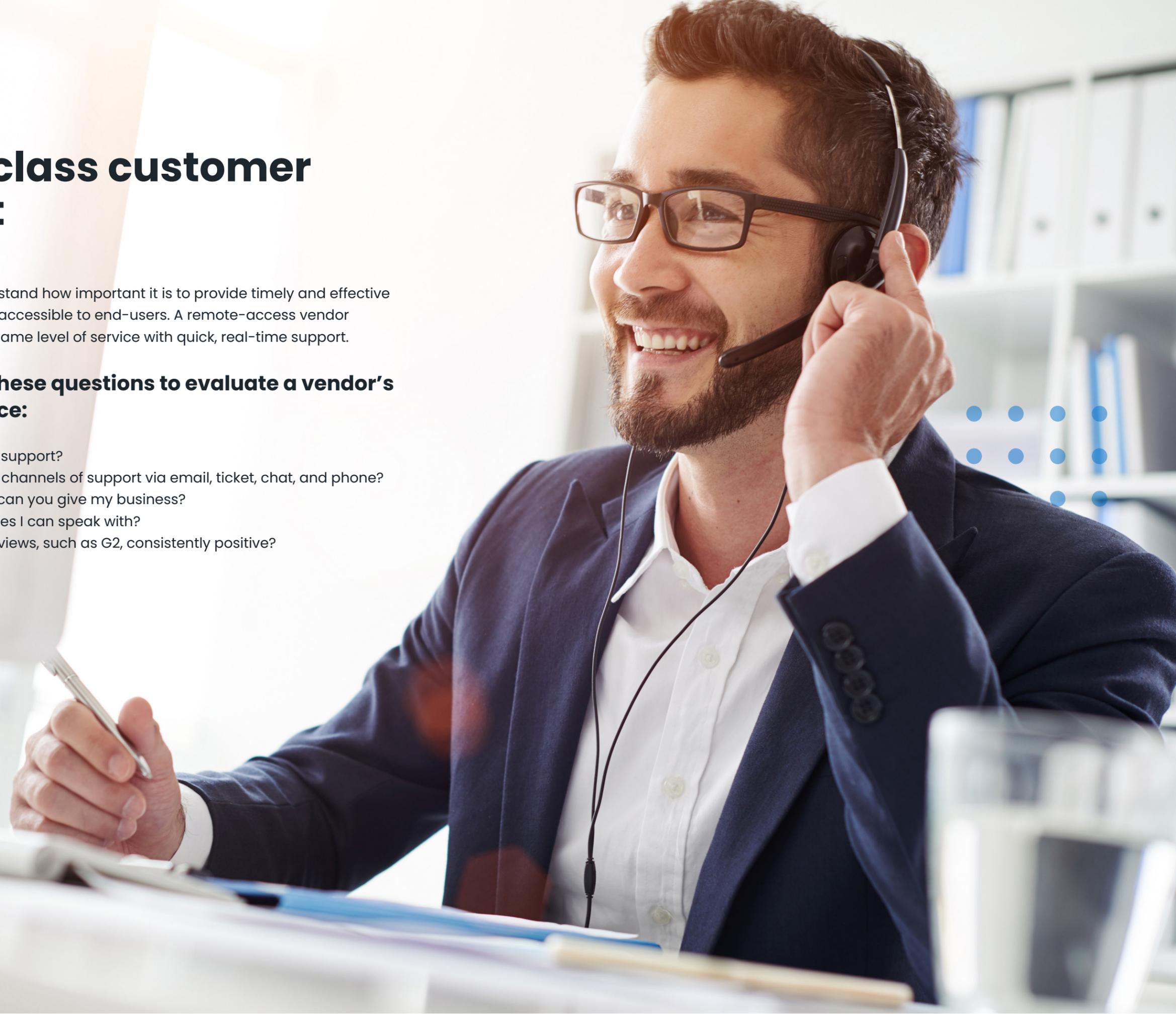
#5

World-class customer support

As an IT pro, you understand how important it is to provide timely and effective support, and be easily accessible to end-users. A remote-access vendor needs to give you the same level of service with quick, real-time support.

Be sure to ask these questions to evaluate a vendor's customer service:

- Do you offer 24/7 live support?
- Do you offer different channels of support via email, ticket, chat, and phone?
- How much attention can you give my business?
- Do you have references I can speak with?
- Are your customer reviews, such as G2, consistently positive?





Empowering your ITSM tool with remote access capabilities



Introducing the Freshservice + Splashtop Solution

With organizations' business operations – and even their viability – now all-but inseparable from their IT infrastructure foundations, ITSM (IT Service Management) and ITOM (IT Operations Management) have become critically important capabilities. The world of ITSM is changing from evolving employee experiences and increasing remote workforces to hyper-automation in the cloud. To manage this changing IT environment, businesses require the rightsized ITSM solution that is intuitive, innovative, intelligent, and impactful.

As a unified service management solution, Freshservice helps businesses deliver employee delight, increase efficiency, and realize greater ROI. Its state-of-the-art features and robust automation across the support cycle eliminate repetitive tasks and manual processes and drive service efficiency using no-code workflows. By integrating service management on a single platform, it helps bridge silos, improve time to resolution, reduce costs, and improve visibility.

When businesses modernize ITSM, they are privy to benefits such as minimized downtime, fast time-to-value, increased agent efficiency, and greater employee productivity. They can provide agility through AI and create contextual and intelligent service delivery.

In a world that's settling into distributed work and virtual ecosystems, the importance of remote support cannot be stressed enough. But this cannot be conquered single-handedly by an ITSM tool. Enabling enterprise-scale integrations with remote access and support tools elevates user experience and empowers businesses to stay on top of their IT as well organizational goals.



Provide a game-changing ITSM solution for businesses with the Freshservice and Splashtop integration

Bring your ITSM tool and a user-friendly remote support solution under the same roof with the Freshservice and Splashtop integration. Its optimized performance and robust security help businesses supercharge their IT ecosystem.

With this integration, your agents can easily initiate a remote desktop connection to your users' computers to provide support directly from within Freshservice tickets. It takes only a few clicks to start a session. After the support case ends, a record of the remote session is automatically inserted into the ticket.

The **Freshservice + Splashtop** integration is a sure-fire way to manage and optimize your IT operations. Let's take a look at the features that make this joint solution unique:

- Easily start a remote session to connect to the user's computer from within a ticket. No installation of an application or plugin is required for end-users.
- Full Splashtop features are supported in a remote session, e.g. file transfer, remote reboot, chat, multi-monitor, copy-and-paste, share technician desktop, etc.
- Automatically insert the session logs in the ticket after closing the support session.
- Remote sessions are fully encrypted.
- Agents/IT technicians can connect to an unlimited number of end-users.

When you're narrowing down your options for choosing a remote access solution for your ITSM tool, consider the Freshservice + Splashtop Integration. Freshservice supports all of Splashtop's features and helps enable organizations to manage remote work efficiently.

About Freshservice by Freshworks

As technology becomes increasingly more complex, organizations need a tool that is agile, extensible, and robust. Freshservice empowers organizations to effectively manage their IT Operations and Service Delivery. Leverage easy to deploy but powerful, AI driven capabilities that provide fast value to your IT organization and delight to your employees. Leveraged by organizations of all sizes around the globe, Freshservice is a right-sized solution that can extend digital capabilities and deliver exceptional employee experience.

Freshservice is trusted by companies like TaylorMade, Vice Media, Wake Forrest, Ringcentral.

To learn more about Freshservice, [visit us here](#).



About Splashtop

Splashtop offers an all-in-one secure remote access and support solution, so distributed workforces can remotely access corporate resources and IT teams can support them. It provides an in-person experience that user need, with security IT can trust. It also provides the performance, security, and simplicity that organizations need to support their workforce from anywhere, on any device.

Splashtop is trusted by Toyota, AT&T, State Farm, UPS, Harvard University, Target, OSF Healthcare, S&P Global, and over 200,000 businesses and government agencies.

G2 reviews rate Splashtop as having the Best Relationship, Best Usability, Easiest to Use, and Easiest to Admin.

[Learn more about Splashtop Enterprise here](#).

