Splashtop SOS

![splashtop logo]

Fast, cost-effective, and a complete remote support solution for attended and unattended devices

The ideal solution for IT Departments, Customer Support, and Help Desk teams.

The complete remote support solution – manage and support unattended computers, and provide on-demand attended support to computers and mobile devices.

Best-in-class remote support solution

Splashtop SOS makes providing remote support simple. No need to waste time or money traveling to your user's device, just remote into it and take control the second you're needed, resolving the issue right away. Remotely manage computers with the ability to remote in instantly at any time, ensuring they are always up-to-date.

Key Features and Benefits

- **Simplified Workflow** – With attended support, your user runs the SOS app (can be custom branded) on their device and gives you a 9-digit session code which you use to remote in. With unattended support, you can remote in instantly.

- **Mass Deployment** – Automated deployment to all device types and groups simultaneously, making support requests easy for technicians and end-users.

- **Compliance** – Splashtop SOS complies with and supports industry and government standards and regulations including GDPR, CCPA, HIPAA, PCI and SOC2.

- **User Management** – Group users ,set up roles and access permissions for admins and end-users.

- **Top Features** – All the tools you need to get the job done quickly. Share your screen, transfer files between devices, chat with users, record sessions, and more.

- **High Performance** – Experience fast, high resolution streaming with low latency.

- **Support Unlimited Devices On-demand** – Just pay for the number of technicians per year.

- **Unattended Access** – SOS Teams and SOS Unlimited packages let you provide unattended access to computers and servers.

- **Broad Device Support** – Splashtop SOS is compatible with Windows and Mac computers, as well as iOS and Android devices.

- **User Management** – Add admins and end-users for free. Set their roles and access permissions. Set access permissions for users and groups.

- **Integration with PSA & Ticketing** – SOS Unlimited lets you launch SOS sessions from within Autotask PSA, ServiceNow, Freshdesk, Freshservice, Zendesk and Spiceworks Help Desk.

- **Robust Security** – Get secure infrastructure, intrusion protection, SSL/AES 256 bit encryption and other advanced security features.

- **Data Centers** – Located in Germany and the USA.

Who Benefits?

- Organizations looking to improve customer and/or employee satisfaction while improving their security posture and cutting IT support cost.

- IT technicians who need to provide quick, on-demand attended remote support and resolve end-user issues quickly.

- IT teams who need to remotely manage computers, and provide support even without an end-user present.

"Splashtop SOS provides everything we need in an on-demand support application. It's easy to use for our customers and the price can't be beat. Highly recommend!"

— Colin Pearce, Founder, Inderly

System Requirements

Technician Client App Requirements
- **Windows:**
  - Windows 11, 10, 8, 7, XP
  - 1G RAM
  - DirectX 9.0 or newer
  - Atom, Pentium-M, or better
- **Mac**
  - Mac OS 10.7 or newer
- **iOS**
  - iOS 11 or newer
  - iPad / iPad mini / iPad Pro / iPhone/ iPod Touch
- **Android tablets / Android phones**
  - Android 4.0 or newer

End User Requirements
- **Windows:**
  - Windows 11, 10, 8, 7, XP
- **Mac**
  - Mac OS 10.7 or newer
  - 1.6 GHz dual-core or better CPU
  - 1G RAM
- **iOS:**
  - iOS 11.0 or later, iPhone 5s or later, iPad Air or later, iPad Mini 2 or later, iPad Pro, & iPad Touch
- **Android**
  - Android 5.0 or later
  - Remote view all devices. Remote control rooted devices, Samsung, and select Lenovo and LG devices

Streamer Requirements (unattended access)
- **Windows:**
  - Windows 11, 10, 8, 7, XP, and Windows Server 2019, 2016, 2012, 2008, 2003
- **Mac**
  - Mac OS 10.7 or newer
  - 1.6 GHz dual-core or better CPU
- **Linux**
  - Ubuntu Desktop 16.04 and 18.04
  - CentOS 7 and 8
  - Red Hat Enterprise Linux (RHEL) 7.3-8.1
  - Fedora 29-31

Learn more and sign up for your free trial
www.splashtop.com/sos

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Pricing and Plans
Simple, cost-effective, and powerful remote support solutions.

SOS Teams	SOS Unlimited	Splashtop Enterprise
See pricing	See pricing	Contact us for pricing
Per technician per year	Per concurrent technician per year	Flexible end-user and concurrent technician licensing
Support unlimited devices on-demand	Support unlimited devices on-demand	Support unlimited devices on-demand
+	+	+
Anytime unattended access to an unlimited number of computers per tech license	Anytime unattended access to an unlimited number of computers	Anytime unattended remote computer access
	PSA Ticketing and ITSM Integration	+
		SSO/SAML integration
		Unattended Android access
		Remote management features
		End-user remote access

ALL PACKAGES INCLUDE:

Full featured remote support	Robust security
Mass deployment	File transfer (including Drag-and-Drop)
User management	Chat
Multi-user (floating) license	Session recording
Remote access Windows & Mac	Remote reboot and reconnect
Remote access iOS and Android devices*	Purchase & deploy Bitdefender through Splashtop console
Desktop and mobile client apps	Multi-to-Multi monitor support
Custom branding with your logo and name	PSA ticketing & ITSM integration**
Connect with a session code	...and more!
Share technician desktop	
Two users into one computer	

*Limited Time: Includes FREE mobile add-on pack. Remotely support iOS and Android
**Please note that this is for SOS Unlimited only

Remote from any device to provide quick support for computers and mobile devices