

Best Value Remote Support Tools for MSPs and IT Consultants

Flexible solutions that can be combined to meet your remote support needs



#1 Remote support solution for MSPs - Unattended anytime remote access, monitoring, and management



Splashtop Remote Support

Easily manage all your computers from anywhere. Splashtop Remote Support lets you instantly remote into and provide support to all your Mac, Windows and Linux computers, even without an end-user present.

Use Splashtop Remote Support to:

- Remote into managed computers at any time from any another computer or mobile device
- Get in-session features like, transferring files between devices, remote print, session recording, and more
- Get endpoint monitoring and management features to ensure your managed computers are up-to-date
- **\$\$** Enable or resell end-user remote access by creating end-user accounts and giving those users remote access to their computers that are managed under your Remote Support Premium account. [Contact us](#) for pricing if you need to enable remote access for more than 50 end-users.

Learn more at <https://www.splashtop.com/remote-support>

Pricing based on number of computers e.g. 100 computers for \$959 per year.
Unlimited technician licenses.



On-demand quick remote access to support computers and mobile devices



Splashtop SOS

When a technical issue arises, your users need immediate support so they can get back to work. Splashtop SOS allows you to remote into any Mac, Windows, Android, iOS or Chromebook device to provide on-demand, attended support.

Use Splashtop SOS to:

- Remote into computers and mobile devices on-demand with a 9-digit session code in real time to assist users
- Troubleshoot and fix issues the moment they arise and reduce the time it takes to fix a problem
- Launch a remote session from within your ticketing system, and log session details automatically back in the ticket

Learn more at <https://www.splashtop.com/sos>

Pricing based on number of concurrent technicians.
Support unlimited devices on-demand.

EPAD Business IT, HCS Computer Solutions, Midwest PROTECH and many others **cut costs by up to 70%** by switching to Splashtop from LogMeIn Central and other remote support solutions. Read our case studies at <https://www.splashtop.com/case-studies#msp-section>

[splashtop.com](https://www.splashtop.com) | sales@splashtop.com | +1.408.886.7177

Remote Endpoint Monitoring and Management

Use Splashtop Remote Support to not only remotely access but also proactively monitor and manage your endpoints securely with these features:



Remote Access

Unattended Access: Instantly to your managed computers

In-session Features: Multi-to-multi monitor viewing, file transfer, session recording, chat, share my desktop, remote reboot, remote wake, remote print, and many more

Unattended Android Access: Remote into Android devices including smartphones, tablets, rugged Android devices, POS devices, kiosks and set top boxes

Computer Management

Windows Update Management: View, install and schedule updates on Windows computers

Remote Command: Send command line or terminal commands to a remote Windows or Mac computer's command prompt in the background

1-to-Many: Simplify endpoint management by instantly executing or scheduling tasks to multiple endpoints simultaneously. Includes mass deployment, remote command, script execution, system reboot, and Windows updates. Available for Windows and Mac

Proactive Monitoring

Configurable Alerts: Set up alerts to monitor computer status, software installation, memory usage, and more. Receive alerts via the Splashtop web console and/or by email

Alerts for Windows Events: Monitor Windows event logs by setting alerts that are generated when an event log's criteria matches the triggers set by the admin

View Event Logs: Get quick access to Windows event logs without remoting into the computer to view and troubleshoot

Endpoint Security: View endpoint security protection status for Windows computers running Bitdefender, Windows Defender, Kaspersky, and more

Audit and Compliance

System Inventory: View and compare snapshots of Windows/Mac hardware and software inventory. View change logs. Download system hardware and software inventory lists

Secure Software: Industry standard TLS 1.2 with AES 256-bit encryption, Two-step verification/two-factor authentication, SOC 2, GDPR, support for HIPAA, PCI and other industry and government standards and regulations

Activity Logging: Maintain a record all the remote sessions and activities

"HCS can have more people on because of Splashtop's pricing. When we dumped LogMeIn, we were able to save around \$2,500 per year, so that increased the number of clients that we were able to put streamer on, maintain continuously, and add into our contract."

– Henry Starcher, Owner of HCS Computer Solutions

"Splashtop Remote Support really gives us the core of what we need. Features including event log alerts, CPU/ memory throttling alerts and installed/ uninstalled software alerts are big ones for us."

– Matthew Buechler, President and Senior Technical Consultant of Midwest PROTECH

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