

Splashtop On-Demand Support (SOS)



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 anytime, 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.
- **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 concurrent technicians per year.
- **Unattended Access** - SOS+10, SOS Unlimited and SOS Enterprise 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** - Launch SOS sessions from within Autotask PSA, ServiceNow, Freshdesk, Freshservice, Zendesk and Spiceworks Help Desk.
- **SOS Enterprise Features** - Get SSO/SAML integration, unattended IOT/ rugged device access and management, and remote computer management features.
- **Robust Security** - Get secure infrastructure, intrusion protection, SSL/AES 256 bit encryption and other [advanced security features](#).

Who Benefits?

- Organizations looking to improve customer and/or employee satisfaction while cutting IT support cost and delays.
- IT technicians who need to provide on-demand attended remote support to computers and mobile devices not managed by them.
- 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 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 7.1 or newer (including iOS 11)
 - iPad / iPad mini / iPad Pro / iPhone/ iPod Touch
- **Android tablets / Android phones**
 - Android 3.0 or newer

End User Requirements

- **Windows:**
 - Windows 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 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

Learn more and sign up for your free trial

www.splashtop.com/sos

Pricing

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

SOS	SOS+10	SOS Unlimited	SOS Enterprise
\$199	\$219	\$399	Customized pricing
Per concurrent technician per year	Per concurrent technician per year	Per concurrent technician per year	
Support unlimited devices on-demand	Support unlimited devices on-demand	Support unlimited devices on-demand	Support unlimited devices on-demand
	+	+	+
	Anytime unattended access to 10 managed computers per tech license	Anytime unattended access to an unlimited number of computers	Anytime unattended remote computer access
			+
			SSO/SAML integration
			Unattended Android Remote computer management

ALL PACKAGES INCLUDE:

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

*Limited Time: Includes FREE mobile add-on pack. Remotely support iOS and Android

**Limited Time: Includes FREE Ticketing Integration Add-on

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