



Control a PC anywhere in less than 5 seconds



# DualDesk



## DualDesk Remote Support Software

The Solution for Tomorrow's Challenges - Today

### Call on Line 1

Every support call starts with a customer that has a problem that they cannot resolve for themselves, on a system that is important to them and sometimes critical to their operation. Before they even call you they are already upset, frustrated and have no patience for the questions that the technician must ask to get a true and accurate picture of the problem to resolve the issue as quickly as possible. It is in the technician's best interest to fix it right the first time and quickly – there's another call on line two. DualDesk Remote Support software provides a tool that the technician can use to troubleshoot the problem without having to walk the customer through a myriad of complex steps on the phone. The customer wants the technician to fix it; they do not want the technician to teach them how to fix it. With a couple clicks of the mouse the customer brings the technician to their PC to see the problem firsthand. Oftentimes, a common support call that would have taken thirty minutes or more using the telephone is resolved in three or four minutes using DualDesk. Sometimes the difference is more dramatic and DualDesk keeps the technician from having to schedule an on-site visit thereby saving additional costs and downtime. And, given the global nature of today's economy, language could be an issue and on-site visits may be truly impossible.

### Ease of Use

While DualDesk has many advanced capabilities and options, at its core it is very simple to use and takes less than 5 seconds to establish a support session with your customer. It consists of two main parts the customer module and the technician's viewer module. First the technician runs the viewer module then instructs the customer to click a link on the company web page (or, optionally, runs it from an email attachment, hard drive, network share, floppy disk, CDROM, USB drive, a link in another program, an on-line chat etc.) The customer clicks "Run" and the small 231k client application is quickly downloaded and running on the customer's computer. The remote control connection is

immediately established with your technician allowing them to see the remote desktop in a resizable window and control the remote mouse and keyboard on the remote customer's system in real-time. The technician diagnoses and fixes the problem and closes the connection, uninstalling the client application. DualDesk is mature, well-written software that has been industry proven since 2001 offering an array of tools, options and capabilities to answer the technology needs of today's technician. We know, we use it ourselves. Some of the features are 40/56/128 bit Data Encryption Security, password protection, Relay mode, Repeater mode, View-Only mode, Unattended Remote Start, web file configuration, works with all Windows versions including Vista, works with Windows running in Safe Mode, Allows Remote Reboot/Log-On/Off & Shutdown and many others.

## **Professional Image**

Your support staff often is the face of your company to your customers. The sales staff rarely has the same amount of contact with your customers that the support staff does. Ask your technicians for the most frustrating aspect of their job and they will tell you that getting accurate information from frustrated customers and getting the customers to properly implement their solutions over the telephone can be very tricky. DualDesk Remote Support software bypasses these stumbling blocks. Having friendly, professional and efficient resolutions to service issues is critical to future sales and to the growth of your company. DualDesk Remote Support software allows your technicians to be able to institute fixes as quickly as possible and to do the job right the first time. The customer spends less time on the phone, can reach your technician faster because they aren't on another call or at another customer's site for hours on end and as a result is more satisfied with the service.

## **Cost vs. price**

Today's IT managers are being pulled from many different directions. Personnel costs keep going up and increased competition, sometimes from the other side of the planet, forces prices down. They can be tempted to cut costs in areas that end up being counter-productive. New technology can seem, at first, cost prohibitive but a closer examination shows that with the right investment a company can not only compete but even grow into new areas. Remote Support software, call-tracking databases and data mining software are some of the avenues being explored by today's support departments. By example, ten years ago cell phones were expensive luxuries that only a few could afford, and that assumes they wanted to lug five pounds of batteries. Now, smart phones have as much computing power as some desktop computers that were being used then. DualDesk Remote Support software is an answer whose time has come. We at Advantig challenge you to take the test, install the free trial software and allow your technicians 30 days to use and evaluate it. We believe that not only will you be convinced; you will wonder how you managed for so long without it. Since you only pay for DualDesk once, rather than every month, and receive free updates, in the long run DualDesk will cost much less than competing products that may seem to have lower initial cost but add one more expense to your monthly budget.

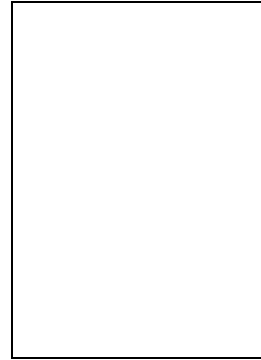
## **Summary**

As computers are becoming more prevalent, more people with less technical savvy are being forced to use them. This new technology is driving a demand for new answers in the service field. DualDesk is at the forefront providing the tools that technicians need to answer this challenge. Using DualDesk will make your staff more productive since they will be able to resolve calls faster, on the first call, without the need to go on-site and if you need help with the DualDesk software, we offer free 24/7 support. In conclusion, DualDesk's Return On Investment vs. Total Cost of Operation makes it truly hard to resist.

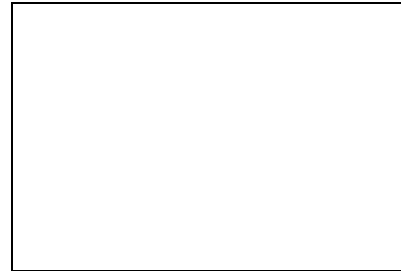
For more information visit: **[www.DualDesk.com](http://www.DualDesk.com)** or to speak directly to a sales representative, call us toll free: (800) 839-7684 | US: +1 (336) 767-4029 | Canada: +1 (647) 477-6373 | UK: +44 (0) 203 00 28213

## The connection process step-by-step . . .

- 1** The customer clicks a **Link**  
on your own website or runs it from an email attachment, a link in a live help session, an on-line chat, hard drive, network share, floppy disk, CDROM, USB drive etc...



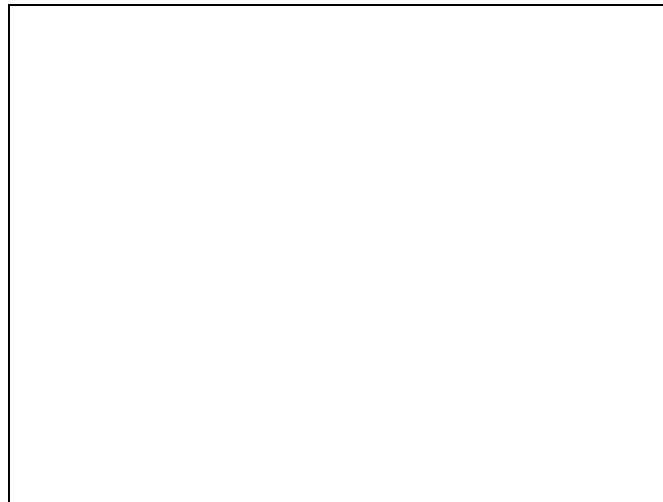
- 2** The customer selects **"Run"**  
The remote control connection is immediately established with your help desk representative allowing them to see the remote desktop in a resizable window and control the remote mouse and keyboard on the remote customer's system in real-time.



**DONE!**

**in less than 5 seconds . . .**

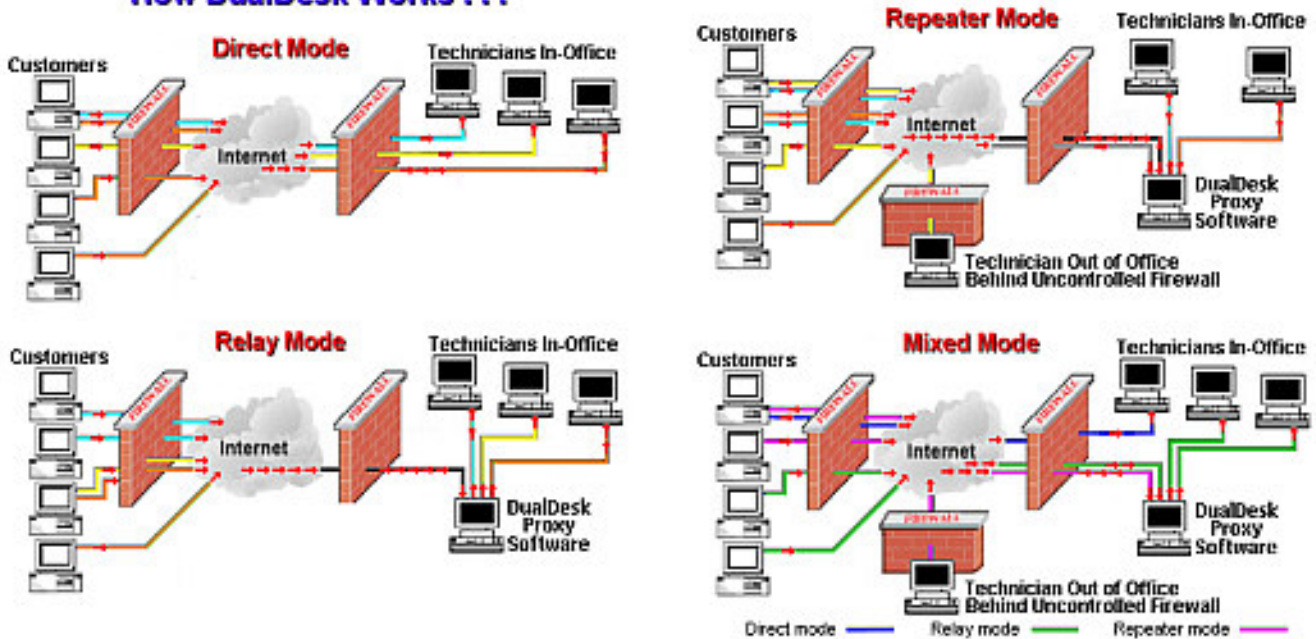
**It's simply that quick and easy!**



DualDesk requires very little resources. Here is a screen capture of CPU usage captured remotely via DualDesk while DualDesk was in use on a remote system. This includes all the processes running on the system including the screen capture process itself.



## How DualDesk Works . . .



## DualDesk Supports Multiple Session Modes:

- Full-Control Mode (remote control with file sharing)
- Remote-Control Mode (remote control without File Sharing)
- View-Only Mode (no keyboard inputs, mouse control or file sharing)
- Direct Client Server Mode (P2P)
- Relay Mode (allows all of your technicians to share the same public address and same public port simultaneously without using repeater mode or ID codes)
- Repeater Mode (allows both the technician and the customer to connect to each other through firewalls they don't control such as hotels or off-site locations)
- Mixed Mode allows Relay Mode, Direct mode and Repeater Mode to be used simultaneously.

## DualDesk has a huge arsenal of built-in and customizable remote support tools.

In addition to the 17 built-in remote system tools, there are 10 user customizable remote tool commands, a catch-all embedded remote tools folder allowing you to add an unlimited number of remote support tools by simply dropping them into a folder as well as an additional customizable link that can be used to launch your preferred remote support tools website, a remote operator pager, built-in chat, 2 way file transfers, 3 remote reboot methods and a feedback link that can be used to automatically launch a web page or email at the end of the remote assistance session.



For more information visit: [www.DualDesk.com](http://www.DualDesk.com) or to speak directly to a sales representative, call us toll free: (800) 839-7684 | US: +1 (336) 767-4029 | Canada: +1 (647) 477-6373 | UK: +44 (0) 203 00 28213