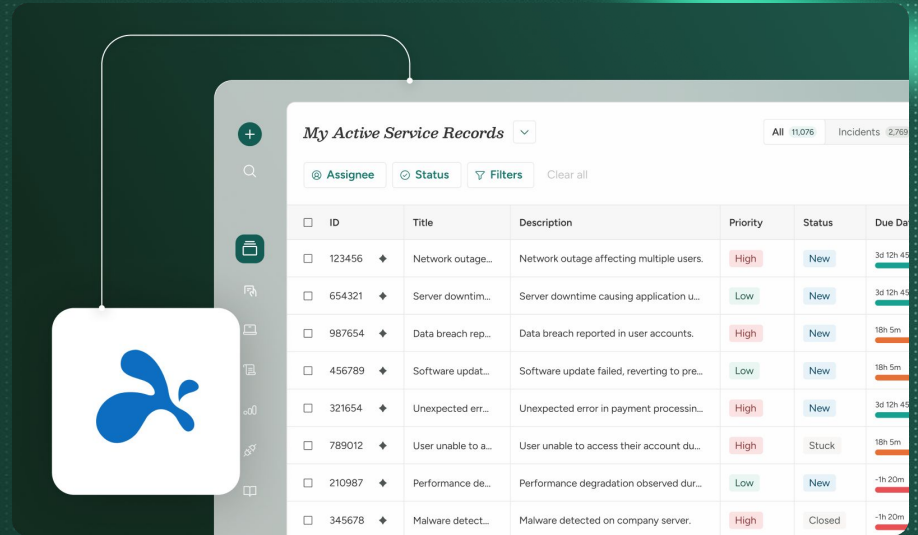


Splashtop

Best-in-class
ITSM + Remote Support



Fast, secure, and reliable remote support

*Enhance efficiency and customer satisfaction with **Splashtop & Sysaid**:*

Integrated

Embedded AI connection with your SysAid ITSM removes the hurdles to remote access

Easy setup & workflows

Get up and running quickly & make connecting as simple as possible for employees

Security you can trust

Regardless of your plan, you'll have the protection you need to connect securely

Connect anyway you want

Multiple ways to connect to both attended and unattended devices, servers, and kiosks

Say no to lag time

Real-time, high processing speed in HD, for fast support and less frustration

Robust features

Everything you need to provide support in the most efficient way possible



Key Features

Empower your teams with a user-friendly, efficient, and feature packed remote control system, integrated with SysAid.

Devices

Windows, Mac, Linux, iOS, Android, & more.

Enterprise includes additional mobile devices

Security

SOS TLS 1.2, 256-bit AES encryption, MFA | **Enterprise** SSO/SAML Integration

Performance

HD 4K resolution with ultra-low latency

Connections

Attended & unattended access, connect as admin, 2 agents per session, multi-monitor (multi-1, multi-multi), define permissions

Workflows

Simple one-click connect, software installed and no software needed for employee

Features

In session chat & voice, file transfer, reboot & reconnect, session recording, share agent desktop,

SysAid ITSM + Splashtop Remote Support

Provide all of your support from one place, with one invoice, and one support contact

Free Trial

SysAid customers get a free integrated trial to explore before your purchase.

Click to Connect

Remote access can be initiated directly from a SysAid incident, ticket, or chat - simple one-click connection for end-users.

Update Ticket

Upon completion, the session logs can be automatically added to the SysAid ticket.

Train AI

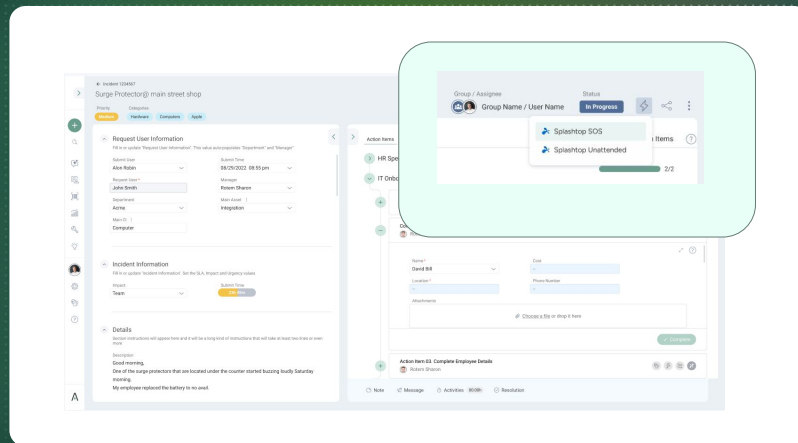
Session logs help train AI to suggest remote access for similar tickets.

Ad-hoc Connections

On-demand support with instant, one-time, authorized access to a user's device without requiring pre-installed software.

Partnership Pricing

We've negotiated special plans for SysAid customers, providing great value at affordable prices.



Splashtop Plans

Feature Set	SOS	Enterprise
Included	<ul style="list-style-type: none">Up to 1200 devices & 4 concurrent admins	<ul style="list-style-type: none">Everything included in SOSExpansion packages (1 admin + 300 devices)
Connection & user experience	<ul style="list-style-type: none">Fast easy setup, one-click connections, integration with SysAid, broad array of devices and operating systemsAttended and unattended sessions	<ul style="list-style-type: none">Additional mobile devicesAccess without interrupting the end-userOn-prem solution available
Security & compliance	<ul style="list-style-type: none">TLS 1.2, 256-bit AES encryption, MFACompliance ready for HIPPA, GDPR	<ul style="list-style-type: none">SSO/SAML IntegrationGranular permissionsIP whitelisting, cloud recording
Remote support features	<ul style="list-style-type: none">Fast, high resolution streaming with ultra-low latencyStart session from ticket or chat, add session logs to ticketsIn session chat & voice, file transfer, reboot & reconnectSession recording, share agent desktopMulti-monitor support, connect as admin	<ul style="list-style-type: none">Remote Command Prompts without disrupting the end-userAccess diagnostic tools such as task manager, registry editor, device manager, service manager