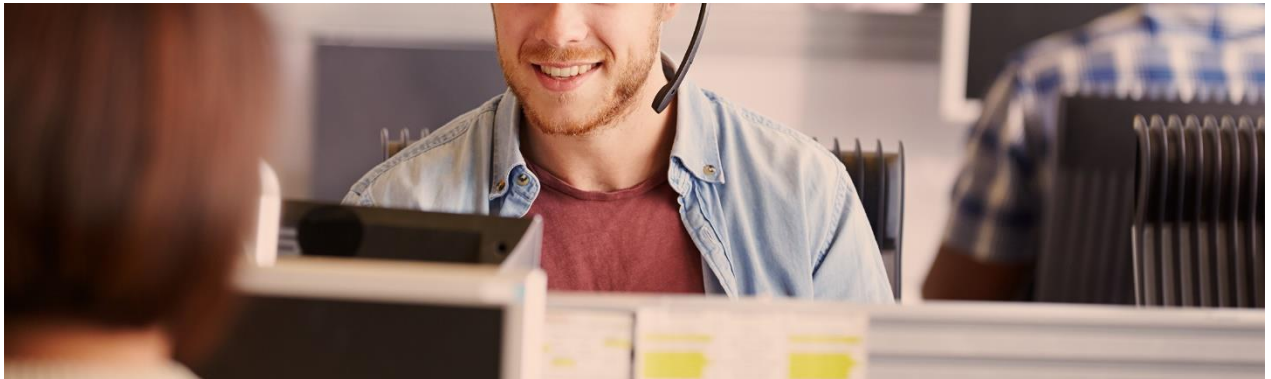


# Remote Assistance and Control

Part of Miradore Management Suite



## Benefits

- Speed up problem solving
- Reduce on-site support
- Save time and effort
- Increase user satisfaction

## Solution overview

Reducing the problem solving time and increasing the user satisfaction are critical factors for efficient help desk teams assisting end-users.

For the help desk teams and IT administrators, Miradore provides a simple way to share screens to support, assist and interact with the end-users as if you were all in the same room - saving both travel time and expenses. In addition, Miradore provides a simple way to connect to unattended remote computers.

Feature	Specification
Helpdesk remote assistance	Share the screen, keyboard, and mouse with a remote user and provide assistance with live-chat, drawing tools, and bi-directional file transfer.
Unattended remote control	Access an unattended computer's admin session and control the keyboard and mouse just as if you were sitting next to the computer.
File transfer	Exchange files between the remote users in both ways.
Text chat	Talk with the remote user in live text chat.
Audit trail log	Keep track of session activity with the audit trail log which records all remote sessions including information on the administrator, target computer, and file transfers.



## Delivery specifications

- Remote Assistance and Control is available as part of the Miradore Management Suite.
- The service can be provided as Software as a Service (SaaS) or as self-hosted.

## Requirements

- Miradore Remote Assistance and Control supports all major Windows platforms.
- A network connection is required.

## For more information

For additional information, visit [miradore.com/miradore-management-suite/](http://miradore.com/miradore-management-suite/)

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