

**islonline**

Be Efficient. Support Remotely.

# ISL Online makes support a whole lot easier

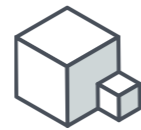
Provide technical support to your clients or access unattended computers anytime, from anywhere. ISL Online launches quickly and makes it easy for your clients to join a session.



Unlimited users



Backward compatible



Simple to use

# Fix client problems faster than ever Be their hero



*"The remote desktop solution we needed had to meet three essential requirements; it needed to be fast and reliable, user-friendly and intuitive, and comply with our strict security protocols."*

**Carlos Benavides, Support IT Manager at Terpel**

# Access hundreds of computers anytime, anywhere

Set up permanent access by installing a remote access agent on any Windows or Mac computer. Securely connect and perform remote maintenance on any server or computer on your list or exchange files.



# Optimise your support service

## ■ We don't set the limits, you do

You can install ISL Online on an unlimited number of computers, create any number of users and support any number of clients.

## ■ Connect anywhere, no matter the device

ISL Online is platform independent. You can access and control any Windows, Mac or Linux computer in seconds from your computer or mobile device. Or offer support to mobile device users.

## ■ Easy for you and your clients

ISL Online makes it easy for your clients to join a remote session by clicking on a link in an email invitation.

## ■ Enrich your support with Live Chat

Give your clients a chance to contact you through live chat and start a remote desktop session with a single click.

## ■ Maintain peace of mind at work

Our built-in security keeps your data safe and your sessions secure, while our uptime (well above the promised 99.95%) ensures you reliable business continuity.

*"Our team solves about 80% of all technical issues through ISL Online."*

**Joerg Sitzlack, Konica Minolta Business Solutions Europe**

# Feature-rich, yet simple, fast and reliable

Our remote desktop software is built with you in mind, from your workflow to your wallet.

## ■ Ways to connect

Your clients can join a session through an email invitation, live chat, desktop app or from your webpage. Choose which suits you best.

## ■ Restart and resume

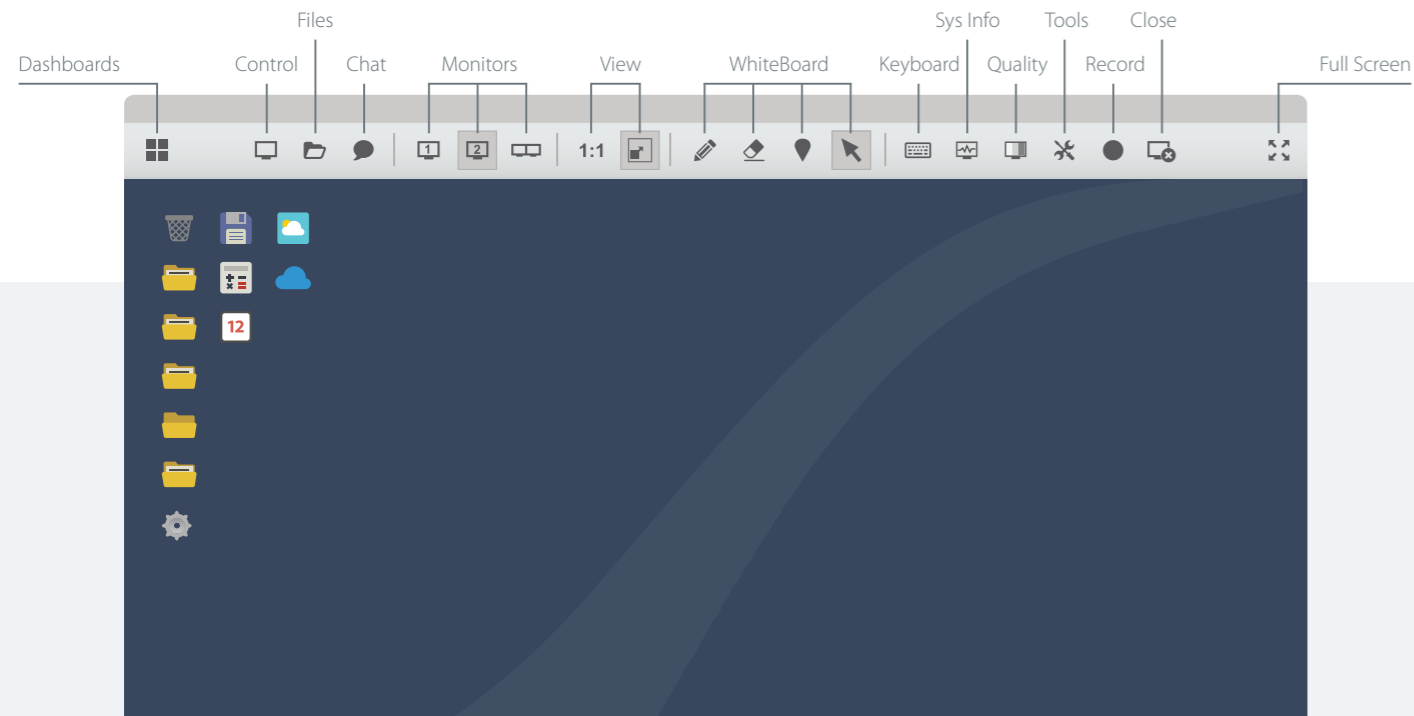
Restart a remote computer without interrupting or ending the support session.

## ■ Free Live Chat

Add our live chat software to your website and enhance your IT support. Start a remote desktop session with a single click.

## ■ Session recording

Record your sessions for security, quality assurance, and training purposes.



# Enjoy your freedom

Use your iPhone, iPad or Android device to access and control any remote computer. Alternatively, troubleshoot mobile devices from your Windows, Mac or Linux computer.



*"Our internal system administrators and senior officials are able to administer servers or access their own PC workstations from virtually anywhere using their iPads or iPhones."*

**Ministry of Public Administration of Slovenia**

## Turn your team into support heroes

Create unlimited users and manage your help desk operators centrally. Use live monitoring and reporting features to optimise their performance, resulting in a shorter waiting time for clients and faster ticket resolution.



### ■ Create unlimited users

Create an unlimited number of users and define their rights and limitations.

### ■ Group and share computers

Organise computers into groups and share them with other users.

### ■ Work together

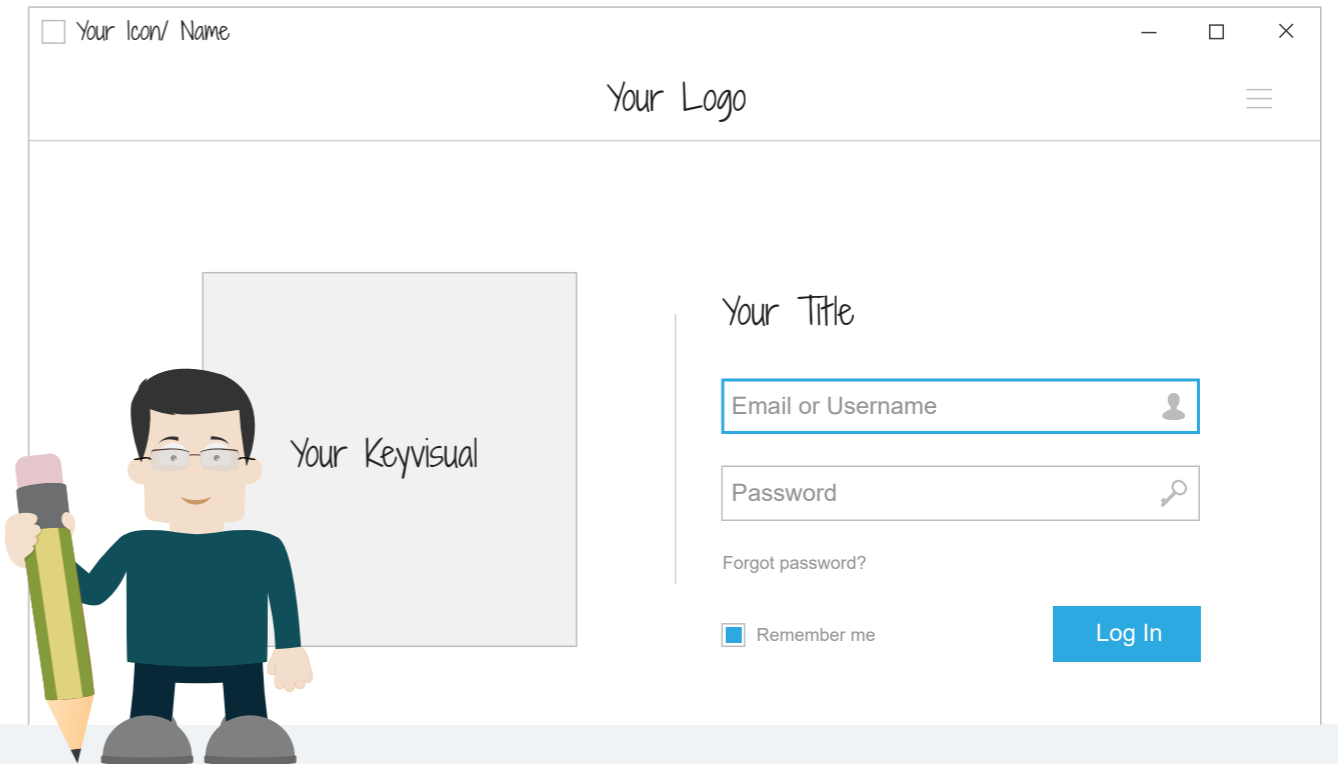
Invite another operator into your remote desktop session or transfer the session to them.

### ■ Make data-driven decisions

Create reports broken down by the user and optimise your team workflow.

## Support with custom look

Customise the ISL Online remote desktop software to fit your company's image. Adjust the software skin, texts and logo and make it feel more familiar.



*"With the live monitoring and powerful reporting possibilities the ISL Online team developed for us we have been able to optimise the performance of our professionals in the Contact Centre and raise the already high standards of our customer service."*

**Alvaro Rudíez, Arsys**

# We address security very seriously

Independent security audits and penetration tests of the ISL Online system, conducted on a regular basis, reveal that ISL Online is a trustworthy service and provides a very high level of security.

## ■ Firewall-friendly

ISL Online automatically initiates an outgoing connection through ports 7615, 80 and 443, therefore it works with your existing firewall and does not require any additional configuration.

## ■ Strongest encryption

The RSA 1024/2048/4096-bit Public/Private Key Exchange is used to negotiate symmetrical AES 256-bit end-to-end encryption.

## ■ Two-factor authentication

Two-factor authentication is an extra layer of security giving you and your clients peace of mind when initiating a remote session.

*"Due to very strict legislation regarding privacy in Italy, we had to find a product with very high security specifications and great performance at the same time."*

**Dietmar Elsler, Raiffeisen Online**

# Security built in, not bolted on

Banks, government bodies and global brands all choose ISL Online for our high security level in the remote support software industry.



# Choose what's best for your business

## ■ Cloud License

- No installation
- 99.99% service uptime
- Optimal performance, speed and reliability
- Global coverage
- Always up-to-date version
- No maintenance costs
- Highly scalable service



## ■ Self-Hosted License

- Installed on your own server
- Full independence and control
- All connections established through a private server
- Maximum privacy



## ■ Private Cloud

- Larger companies
- High Availability (HA)
- Network of private servers
- An almost 100% fault-tolerant system
- Cloud and on-premise service benefits combined
- Fully scalable
- Deployable as a self-hosted or cloud service



# Simple pricing with no hidden costs

ISL Online is priced per simultaneous session – the number of sessions running at the same time. The rest is not limited.

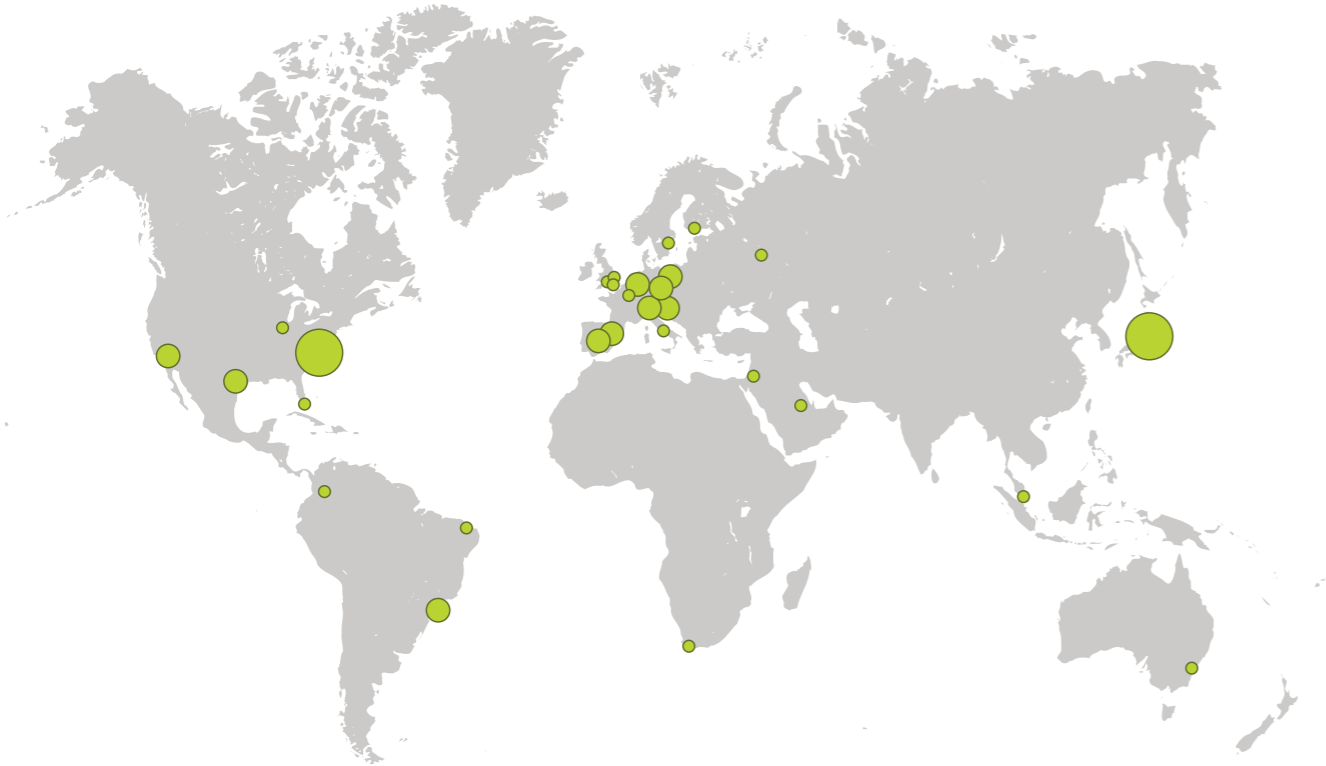
Multi-users	✓
Unlimited connection time	✓
Free upgrades & updates	✓
Mobile apps	✓
Business support	✓
Live chat & web conferencing software	✓
1 simultaneous session	per licence

*"Partnering with ISL Online has enabled us to provide an integrated, premium remote access solution for Managed Workplace. ISL Online brings a solid history delivering feature-rich remote desktop control software and this will make it even easier for Avast partners to effectively and efficiently administer remote IT management services to their business customers - all from a single platform."*

**Francois Daumard, VP of Global Channel Sales, Avast Business**

# Cloud around the globe

With a proprietary cloud infrastructure, currently based on 70+ servers, distributed in 50 industry-proven data centres on six continents, ISL Online Cloud performs at uptime reaching 99.9825 percent.



# Yours since 2001

ISL Online was founded in 2001, when the initial version of the ISL ("Internet Services Layer") software application was developed. Today, ISL Online offers one of the most technologically advanced remote desktop and remote access solutions for Windows, Mac, Linux, iOS, Android and Windows 10 Mobile.



# Your lovely ISL Online team

We are mostly humans. We like sports, music and anything tech-related. ISL Online is a team of eager individuals, addicted to coffee and sports, who are always looking for new and innovative ways to impress users.





# Trusted worldwide for remote desktop tools

See why small businesses and large corporations worldwide choose our remote tools  
to power up their customer support.



MANGO



Canon



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