



IMPROVE SUPPORT SERVICE LEVELS WHILE REDUCING COSTS

Support Ultimate is a remote control solution that allows support teams of any size to deliver fast, effective problem resolution. Customer support agents can conduct secure sessions with a remote computer desktop and interact with it as if it were on a local network. Support Ultimate improves customer satisfaction, boosts first call resolution and reduces average handling times.

Support Ultimate lets multi-agent teams deliver fast, on-demand remote support with a robust diagnostic and troubleshooting toolkit. Customer satisfaction increases as problems are solved in real time.

Deliver the Ultimate Support Experience

Increase customer loyalty by offering one-click, multi-channel support from a customizable live chat button on your website. Equip your customer support team with remote diagnostic and troubleshooting tools to work across Windows, Mac and Linux computers and smartphones.

Centralize Team Management

Manage, monitor and report on all support center activity from a one-stop administration console to pinpoint training needs and identify team strengths and weaknesses. Automatically route calls to language and domain experts to optimize FCR, reduce callbacks and minimize incident backlogs.

Safeguard Operations

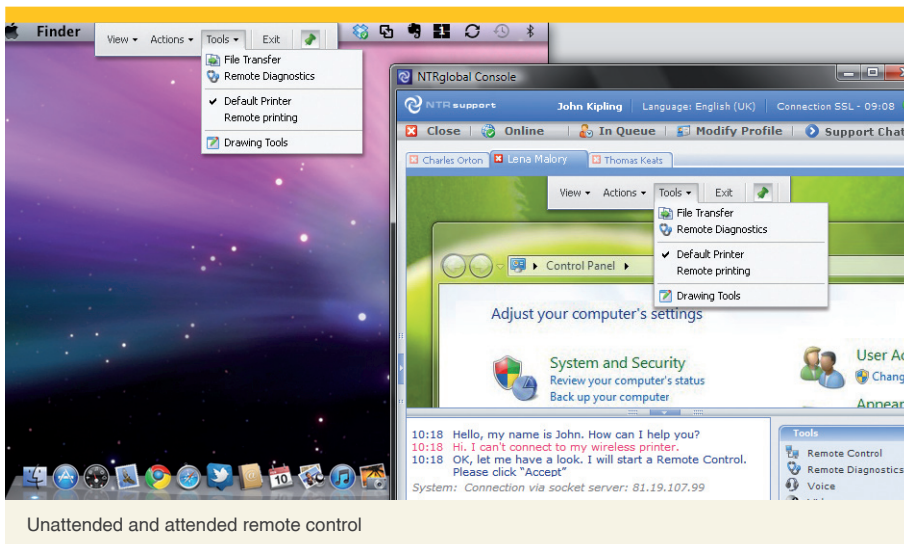
Strong passwords, SSL and 256-bit AES encryption seal all remote support sessions from login to logout. The NTRglobal SaaS model eliminates hardware overhead and software upgrade costs, and provides enterprise-grade security that meets the strictest international regulations.

Leverage Current Business Investments

Open API architecture integrates with other business systems so you can leverage your investments in CRM, help desk, billing, backup and other solutions.

Partners:





Unattended and attended remote control

Features

Robust Remote Troubleshooting Toolkit

- » Multi-platform remote support across Windows, Mac and Linux computers and smartphones
- » Instant remote system diagnostics for fast, comprehensive visibility
- » Clientless remote control in 5 modes, from observer to full administrator control
- » Drag-and-drop file transfer, remote printing, drawing tools and more
- » Reboot and reconnect in regular or safe mode
- » Installable remote control for incident resolution on computers with no end user

Ultimate Customer Service Features

- » Instant access to live chat from a customizable button on your website
- » One-click support from within Windows-based applications
- » Self-service help portal that can be customized with FAQs, news, tips and offers
- » Intelligent routing through pre-chat surveys
- » Automatic footprint removal eliminates any trace of support sessions from end-user machines

Software as a Service

- » No maintenance or software upgrade costs
- » Immediate ROI with 5-minute self-configuring implementation
- » Product optimization and new features rolled out continuously

Advanced Management

- » Personalized metrics to analyze connection times and session activity
- » Full chat transcript and file-transfer records
- » Post-chat surveys to gauge customer satisfaction
- » Support session recording for accountability and training needs assessment
- » Call routing to issue experts for improved first call resolution
- » Export customer support usage statistics for use with billing systems

Enterprise-Grade Security

- » Failsafe multilevel security with 256-bit AES encryption
- » Secure access, data transfer and storage
- » ISO 27001-certified platforms and data centers
- » No need to open special ports, change network or firewall configurations or modify NAT tables

Business Integration

- » Open API architecture enables easy integration with other business apps to optimize workflows
- » Leverage your investments in CRM, help desk, billing, backup and other solutions
- » Support session initiation from inside support tickets

Security

- ISO 27001 Certified (NTRglobal Facility and all Data Centers)
- TRUSTe Certified
- Qualys® SECURE Seal
- Safe Harbor-Certified Data Centers
- Data Privacy and Integrity
 - 256-bit AES encryption
 - At-rest customer data encryption
 - TLS/SSL protocol
- Authentication and Authorization
- Attack and Malware Detection
- OWASP Testing Standards



Languages

English, Spanish, German, French, Italian, Catalan, Dutch, Portuguese, Japanese, Chinese, Swedish, Finnish, Norwegian, Polish, Slovenian, Russian

System Requirements

Support Ultimate offers secure remote customer support across Windows, Mac and Linux.

To view the most current system requirements, please visit:

www.ntrglobal.com/ntrsupport/techspecs

About NTRglobal

- Global Headquarters in Dallas, Barcelona, Paris and Heidelberg
- SaaS IT Management and Remote Support Providers Since 2000
- Flexible, Modular Solutions
- Ease of Implementation
- Multiple OS Support for Windows, Mac, Linux and Mobile Devices
- Complex Processes Simplified
- Globally Distributed Data Centers
- API Architecture
- Integration with Hundreds of Apps
- Designed for Growing Businesses
- Enterprise-Grade Security