



## SANAKO Remote System Support Service

### REMOTE SUPPORT FOR FASTER PROBLEM SOLVING!

SANAKO Remote System Support is a customer service that uses a web-based connection to the customer's PC to provide fast, easy and secure remote support.

Using a customized web portal, Sanako remote operators will access the customer's computer with their permission, to diagnose, assist with and resolve issues using various tools. As an option, Sanako may also invite end users to evaluate the support intervention at the end of the session. The remote service is suitable for use in broadband environments, and can be accessed by the customer from the web.

#### Instant support for faster problem solving!

SANAKO Remote System Support Service allows SANAKO professionals rapidly diagnose and resolve incidents in the network environment. The service is ideal in cases where immediate assistance is required, or when a number of urgent service interventions is needed.

#### Direct access to specialized SANAKO expertise

Remote System Support is provided via an online connection that allows Sanako to remotely view and control the customer's desktop for incident diagnosis and trouble-shooting. With the ability to remotely access customers' desktops, Sanako can resolve issues even faster and provide end users with a higher quality usage and support experience.

#### Wide range of expert tools

Using a customized web portal, Sanako remote operators will access the customer's device with their permission, to diagnose, assist with and resolve issues using various tools. As an option, Sanako may also invite end users to evaluate the support intervention at the end of the session.

#### Fast and easy access for customer

The remote service is suitable for use in broadband environments, and can be accessed by the customer from the web or by phone.

#### High Technology from Finland



*SANAKO Remote System Support Service guarantees a smooth lesson flow with the latest technology.*

#### Efficient support for non-technical users

With the ability to remotely view customers' desktops, Sanako can collaborate with them to resolve issues even faster and provide end users with a higher quality usage and support experience. Non-technical users will find this service particularly beneficial, as integrated chat communication and whiteboard features allows them to interact with Sanako experts to quickly zero in on problem areas for rapid resolution.

#### Full system security during remote sessions

All actions during the remote support take place in full view of the customer, who remains in control of the screen sharing session throughout. Any sensitive information is protected and new remote connections may only be activated at the request of the customer.

#### Other SANAKO Services

SANAKO Software Maintenance provides free updates and new version releases for coverage periods of 1 or 3 years. SANAKO Training Services provide users with individualized end-user training, including hands-on sessions. SANAKO Installation Services offer professional installation to ensure that solutions can be taken into immediate usage. Initial end-user training is included in this service. SANAKO Helpdesk will be provided as part of serviced contracts, and provides holders with technical and usage support by phone and e-mail (initially in the EMEA region for SANAKO Study products).

We reserve the right to make modifications to any products described herein.



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