

NOTIFY

REMOTE DEVICE SUPPORT

NotifyRDS provides IT personnel with the first ever real-time remote viewing functionality for an iOS* device. Together with its support for both iOS and Android mobile devices, NotifyRDS is an essential tool for improving help desk efficiency and resolution time frames for managed service providers, IT Service providers and organizations of all sizes.

Additionally for select Android smartphones and tablets, NotifyRDS provides extended functionality including remote device control. This allows help desk personnel to more effectively troubleshoot a user's device when complex technical issues occur.

* Support for iPhones and iPads on iOS 11 and above.

NotifyRDS consists of three components:

- Mobile device applications
- Windows-based PC Help Desk application
- Cloud-based Network Operations Center (NOC)

All screen viewing and remote control is initiated and terminated by the end user, insuring the utmost control for privacy.

The NotifyRDS mobile app generates a 9 digit code which is relayed by the end user to the PC help desk where it is entered into the NotifyRDS Windows app to initiate screen viewing and on specific devices, remote control.

All data transmission between the mobile device and PC help desk utilizes a combination of TLS 1.2 and AES 256 encryption to provide the highest level of security and privacy.

HIGHLIGHTS

Support for iOS and Android smartphones and tablets.

Simple Remote Session creation for both end user and help desk.

Support for real-time screen viewing for all iOS and Android devices allowed by Apple and Google.

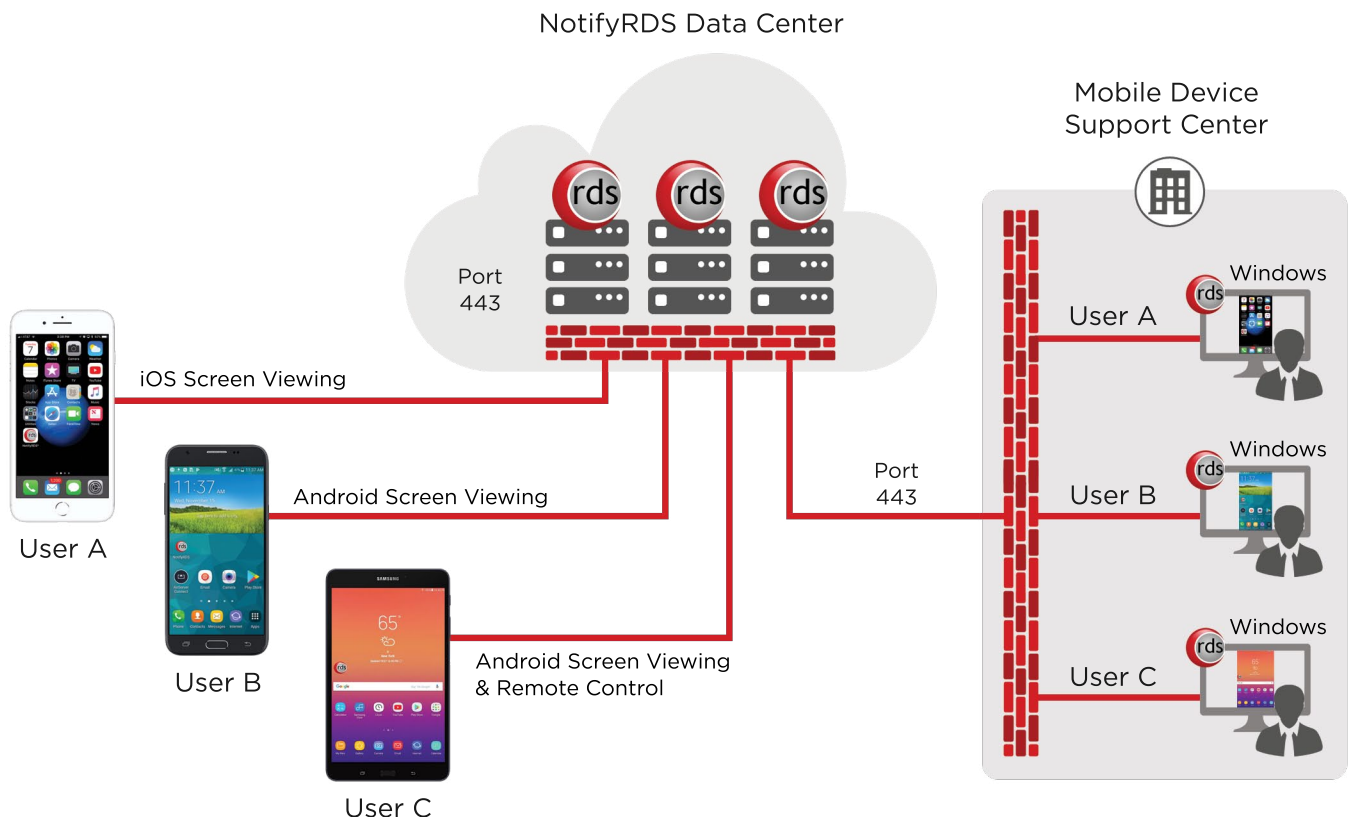
Support for real-time remote control for Samsung and LG Android devices.

Mobile end users can download the app add-hoc or it can be paused via a Mobile Device Management (MDM) solution.

Licensed on a per help desk not per end user device (MDM vendor model vs NotifyRDS model).

Uses TLS 1.2 and AES 256 encryption for all data transmission.

Performance can achieve the look and feel of full motion video (30 FPS) depending on the connection.



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