

# LANDesk® Solution Brief: Remote control/Problem resolution



Solving real IT challenges.

# Solve user problems the first time—anytime, anywhere

## The Challenge:

One thing is certain in the modern enterprise: computers break and users have problems. Every minute a user isn't working increases the pressure on helpdesk staff. Every second that ticks by increases the costs of downtime—and increases customer dissatisfaction. You need to solve user problems fast and the first time.

### Take charge

IT departments implement proactive standards with the goal of reducing the number and severity of user problems. That can drastically reduce the number and kinds of problems that users have.

The reality is that while proactive measures reduces user problems, it doesn't eliminate them. Reactive helpdesk support is still needed when things break.

### Get off the road

Many IT groups are forced to limit both maintenance and repair efforts to a few scheduled onsite visits. Important work may be left undone for days or weeks.

If the problem requires specialized hardware or software, needed work can be delayed even further—whether the visit is across the street or across the world.

### Sometimes words fail

Helpdesks usually operate from a central support center and are only connected to users by voice and their imagination. Trying to resolve complex problems can be frustrating, even with savvy users. Support calls tend to be long, and often the problem persists and a second or third call is required.

Support technicians need real-time data about the user's hardware and software. Ideally, technicians would simply take over the user's machine and solve the problem themselves.

### Remote control and security

Software-based remote control tools can help support staff access computers from their own desk. But many tools offer all-or-nothing access that can open some real security holes.

Hosted remote access services can reduce software install and maintenance pain, but external services leave support staff at the mercy of someone else's ability to provide service. And they still need tools to gather hardware and software information to solve the problem.

More importantly, giving a third party access to critical systems can make both business and IT decision makers nervous.

### Time really is money

Industry analysts estimate that the average software-related helpdesk call takes 15-20 minutes and costs between \$10 and \$30 for Tier 1 support—which doesn't include the cost of lost user productivity. Costs can mount quickly, especially in larger enterprises.

What if you could reduce those costs by 25–50 percent or more? The impact on bottom line would be obvious and substantial.

You can have the best of all worlds—secure, reliable remote control with robust information gathering and problem resolution tools for both proactive and reactive support.

## OVERVIEW

**Business Need**—Keep workers working while controlling support costs and minimizing downtime.

- Respond rapidly to user requests for help
- Resolve problems on the first call
- Diagnose common configuration errors or hardware limitations
- Take control of remote desktops for rapid problem resolution
- Perform active maintenance on remote systems
- Train users to avoid or solve recurring problems
- Proactively monitor key systems

**Solution**—Remote problem resolution from LANDesk Software

- Secure, fast, reliable remote control over the network or the Internet
- Certificate-based on-demand secure remote control enables strong security.
- Real-time information gathering
- Integration with leading trouble help desk/trouble ticket tools
- Automatic session logging keeps a record of work done
- Bidirectional file transfer, remote execute and reboot, and chat reduce time to solution and increase capability
- Full system key pass-through eliminates odd keystrokes

# The LANDesk® Solutions

LANDesk Software offers integrated solutions for remote control/problem resolution that are fast, secure, reliable and easy to use.

Which solution is best depends on your needs: proactive maintenance for desktops, servers, and mobile devices, or reactive support for Windows computers anywhere on the network or Internet.

## LANDesk® Management Suite: Proactive support

LANDesk® Management Suite's remote control/problem resolution features include:

- Support for heterogeneous IT environments, including Macintosh\* and both legacy and modern Windows\* operating systems
- Software agents hide when not in use, improving performance and avoiding application conflicts
- Secure, on-demand remote control option enables strong remote control security
- Optimized for slow bandwidth conditions and good performance even over a dialup connection
- Full integration with detailed asset database for extended data gathering, troubleshooting, security management, and device management support
- Remote wake, remote reboot, and remote application run enable IT staff to perform both maintenance and repair at any time, from their own desks—even when the computer has been shut down
- Integrated chat, bidirectional file transfer, and automatic session logging enable rapid problem resolution and reporting, along with a full audit trail
- Browser-based remote control capability means IT staff can support anyone on the network from any computer on the network
- User-based rights masking limits technician access; integration with directory services/NOS security ensures controlled access

### Easy to deploy; easy to use

LANDesk Management Suite features fully integrated software distribution to make it easy to install the remote access and control agents on managed computers over the network, then proactively update or maintain them as needed.

An integrated console brings asset data, remote access and control features, remote monitoring, and software distribution together in a consistent interface that provides rapid access and control for each managed computer.

This enables IT administrators to perform problem resolution, maintenance, and infrastructure development tasks quickly and easily from a single application.

### Solve problems faster

LANDesk Management Suite provides secure, always-on access to remote computers. Integrated Wake-On-LAN means you can even

wake up WoL-enabled computers that are powered down or asleep, then use remote access tools for proactive support.

Available Web browser-based remote control means IT can perform remote maintenance from any managed computer on the network.

Anytime, anywhere access gives IT staff the power to do their work—right now.

### Optimized remote control

When not in use, LANDesk Management Suite's remote control agent hides to maintain highest levels of security.

Remote control is optimized for poor bandwidth conditions, providing quick response even over dialup connections. Reduce colors and suppress desktop graphics to improve performance under difficult conditions.

"We want to eliminate visits to the desktop whenever possible. LANDesk Management Suite allows us to solve problems remotely, and this improves our efficiency and the quality of service we offer to our customers."

**ROY COPPING,**  
**MANAGER OF DISTRIBUTED COMPUTING,**  
**HONEYWELL EMEA**

## Accurate data for faster problem resolution

LANDesk® Management Suite features on-demand asset data analysis tools to give IT easy access to extensive hardware and software information. View data from the most recent inventory scan or schedule an immediate scan to gather the latest configuration and status information.

Direct access to current, accurate information means technicians can find a problem's root cause more quickly, then solve that problem correctly the first time. Proactive monitoring and alerting combined with remote access and software distribution means you can avoid most problems through active maintenance.

## Maintain data security

LANDesk Management Suite enables IT staff to analyze computers, plan update strategies, resolve problems, and implement patch control for increased data security.

Integrated remote access and control tools enable both efficient remote problem resolution and critical BIOS or device driver updates—whether the remote user is there or not. No end user intervention is required for IT to implement infrastructure development plans.

The result is that IT staff can efficiently implement IT standards and maintain security throughout the enterprise right from their own desks. That maximizes both IT reach and IT investments.

## Maintain access control

LANDesk Management Suite integrates with directory service and network operating system security to ensure that only authorized users have access to remote control features.

Further refine access control with user-based rights masking. Create role-based, tiered access for helpdesk technicians and limit access to critical systems to specific IT personnel so you can use one solution to serve both helpdesk and IT needs.

## Strong remote control security

LANDesk Management Suite gives IT options for choosing their level of remote control security. The most secure implementation, on-demand

secure remote control, combines SSL encryption with certificate-based authentication and role-based console administration to enable strong remote control security.

When a technician logs in, the console uses certificate-based authentication to connect to the core. When the technician requests a remote control session with a managed node, the core confirms that the technician has both rights to use remote control, and rights to access that specific client. The authenticated remote control request is then passed to the client through an SSL-encrypted session, and the client loads the on-demand remote control agent using a set of randomly generated keys. All session traffic is SSL-encrypted, and the remote control agent unloads the instant the session is terminated.

The result is strong security. Because the on-demand remote control agent loads only when presented with an encrypted, authenticated request from a trusted server, there's no potential security hole to be exploited.

## Full audit trail

LANDesk Management Suite logs all remote control activities at the user's computer and the core server, as well as another Microsoft® server. You can also use SNMP to generate an alert action such as an email or log entry to provide another level of documentation and protection.

## Rapid results

Combine remote control technology with fully integrated asset management, software deployment, OS imaging and migration, and software license monitoring tools, and LANDesk Management Suite gives IT the power to show immediate and substantial results.

## Integrated Solution

LANDesk Management Suite combines robust asset inventory, software distribution, and remote control components in a single, seamlessly integrated environment to create a the most consistent, integrated and easy to use infrastructure development solution available today.

LANDesk Management Suite also integrates fully with LANDesk® System Manager, LANDesk® Server Manager, and LANDesk® Handheld Manager to provide real-time performance, diagnostic, and status information.

"LANDesk has been invaluable to us in providing support to our end users. We use it to troubleshoot. End users love the quick response time."

**HELGA JACK,**  
**VIRGINIA COMMONWEALTH UNIVERSITY**

# LANDesk® Instant Support Suite: Reactive support

The LANDesk® Instant Support Suite family is a reactive solution that uses on-demand technology to give helpdesk technicians full remote control, real-time information gathering, and training tools to resolve user problems more quickly and on the first call.

LANDesk Instant Support Suite is available in two configurations to meet the needs of different computing environments. LANDesk Instant Support Suite supports Windows\* users on a network, while LANDesk Instant Support Suite Pro supports Windows users over the Internet.

LANDesk Instant Support Suite products feature:

- On-demand technology requires no pre-installed software on the remote computer; on-demand agent completely removes itself when the support session is complete
- Easy installation and update on the server; on-demand technology means no maintenance is required on end user computers
- Instant access to real-time remote system information to enable accurate, rapid information gathering
- Integration into leading helpdesk frameworks, including Remedy and FrontRange
- Chat and bi-directional file transfer to enable first-time problem resolution
- Screen draw tools for remote training
- View-only remote access for Level 1 or HR helpdesk staff
- Connection-based licensing so helpdesks can install the console application on as many computers as needed—including laptop or home computers for off-hours support away from the office
- 128-bit SSL-encrypted sessions for strong security over the Internet (LANDesk Instant Support Suite Pro, only)

## Easy installation = Less reliance on IT

The LANDesk Instant Support Suite family uses a simple server install that can be up and running in minutes.

On-demand technology means there is no resident agent on remote computers, so upgrade and maintenance is a simple matter of updating the server—end users automatically get the latest technology the next time they request support. Little or no support is required from IT.

## Real-time system information

Both LANDesk Instant Support Suite solutions offer helpdesk technicians an integrated system information tool that immediately gathers key hardware and software data points at the touch of a button.

This enables helpdesk technicians to quickly evaluate both hardware and software configuration status and quickly resolve common problems.

## Anytime, anywhere access

LANDesk Instant Support Suite gives Windows\* users rapid access to helpdesk support through a simple on-demand application downloaded from a network share or intranet Web page. No pre-installed tools or agents are required so any computer on the network has immediate access to remote support.

LANDesk Instant Support Suite Pro extends that level of support even further, using a firewall-friendly secure Internet connection to enable helpdesks to provide support to anyone, anywhere. 128-bit SSL-encrypted sessions ensure that each remote control session is secure.

Not only can customers get support from anywhere on the Internet, but helpdesk technicians can provide that support from anywhere on the Internet. That extends helpdesk reach to provide nearly unlimited support.

LANDesk® Instant Support Suite products give helpdesks the tools to quickly solve user problems—instantly.

Choose network-based support or a secure, 128-bit SSL-encrypted Internet solution to support all your users anytime, anywhere.

## Rapid results satisfy everyone

With on-demand architecture, rapid install, and integration with leading helpdesk frameworks, the LANDesk® Instant Support Suite family gives helpdesks the ability to start providing support within a few minutes.

Full access to system information, chat, and bidirectional file transfer give helpdesk technicians the tools they need to find the cause of user problems and repair those problems quickly and on the first call.

Combine rapid resolution with integration into leading helpdesk frameworks, and helpdesks can see dramatic improvements in first call resolution and reduced time to solution from the first day of deployment.

That makes both customers and management happy.

## Integrated Solution

The LANDesk Instant Support Suite family integrate easily with leading helpdesk frameworks, including Remedy\* and FrontRange\*, to enable rapid problem resolution, trouble ticketing, and reporting from a single application. LANDesk Software extends your reach and maximizes existing IT investments.

LANDesk® Management Suite combines asset inventory, software distribution, and remote control features in a single, seamlessly integrated console to create a consistent, easy to use infrastructure development solution.

Complete integration with LANDesk® System Manager, LANDesk® Server Manager, LANDesk® Handheld Manager and LANDesk® Patch Manager extend LANDesk® Management Suite even further to make it the most fully integrated, comprehensive, and easy to use computing device management solution available today.

Download a fully functioning 100-node, time-limited product trial so you can see for yourself how LANDesk® solutions can help ease your systems management pain from the first day of deployment.

<http://www.landesk.com>

## LANDesk Software, the Leader for Remote Control/Problem Resolution Solutions

LANDesk Software is the industry leading provider of easy to use, integrated solutions for desktop, server and mobile device management. LANDesk solutions are proven, with more than 250 million managed nodes worldwide.

Find out for yourself. Call or visit our Web site to learn more about LANDesk solutions, then download a fully functioning 100-node, time-limited product trial so you can see for yourself how LANDesk solutions can help ease your systems management pain from the very first day.



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