



*Fast, easy, secure customer support  
via the internet*

If you want a faster way to reduce support costs and increase customer satisfaction, then HEAT® Plus Remote Support Suite is the answer. Powered by LANDesk, it does precisely that – and eliminates any need to deploy and maintain client software – using a powerful suite of remote problem-solving tools. Our firewall-friendly technology uses SSL-encrypted sessions, giving instant support for remote PCs anywhere, any time via the internet.

**Deliver increased first line resolution and shorter average call times with easy-to-use, on-demand remote technology:**

- Powerful problem-solving tools enable your help desk personnel to quickly solve PC problems with; remote control, real-time system information, chat, file transfer, remote execute and reboot facilities\*
- Server software is quick and easy to install on your existing infrastructure
- Exclusive on-demand technology downloads and installs the client software onto the remote PC only when it is needed
- HEAT Plus Remote Support Suite includes seamless integration with HEAT® Service & Support™ to provide a single point of help desk administration and resolution

**Features & Benefits**

- On-demand technology eliminates installation and maintenance of client software

- Incident-resolution tools: remote control, real-time system information, chat, file transfer, remote execute and reboot facilities
- Fast installation of server software enables easy to use, instant support
- Reliable application-layer remote control helps eliminate potential conflicts with most video drivers
- Worldwide support through firewalls enables anytime, anywhere support over the Internet
- SSL-encrypted sessions protect remote support activities
- Enhanced reporting and auditing capabilities

**Easy Steps to Instant Support**

- 1 Customer calls help desk and an incident is created. The customer is directed to a pre-defined Web site
- 2 Client software is installed on the customer's PC
- 3 Help desk technician determines and fixes the issue remotely
- 4 Client software automatically uninstalls when the session has ended

\*HEAT Plus Remote Support Pro enables you to remotely connect to an external customer and resolve issues remotely via an SSL-encrypted environment





**Control your Support Centre costs**

The HEAT Plus Remote Support Suite solution gives you all the tools – and more – found in traditional remote-control software.

**Integration with HEAT Service & Support**

Like the rest of the HEAT family, HEAT Plus Remote Support Suite is pre-integrated with HEAT Service & Support, creating a unified incident tracking and resolution environment. The integration module provides:

- A HEAT Plus Remote Support Suite launch within the call log
- Automatic update of the call journal from log information that is tracked within the resolution session
- Automatic population of the configuration detail information from a real-time system information extract

**System Requirements**

**Server Install**

- OS: Microsoft® Windows® NT 4.0 SP6a, or Windows 2000 SP3, or Windows XP Professional
- Disk Space: 10 MB of free disk space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection (You will receive better performance using DSL, Cable or a Satellite connection)

**Console**

- OS: Windows 95 OSR2, Windows 98SE/ME, Windows NT 4.0 SP6a, Windows 2000 SP3, or Windows XP Professional
- Disk Space: 5 MB of free space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection
- Browser: Microsoft® Internet Explorer® 5.0 (version 5.5 or later recommended)

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**Client**

- OS: Windows 95 OSR2, Windows 98SE/ME, Windows NT 4.0 SP6a, Windows 2000 SP3, or Windows XP Professional
- Disk Space: 500KB of free space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection
- Browser: Microsoft Internet Explorer 4.0 to download the CAB (version 5.5 recommended)

**Resident Client**

- OS: Windows NT 4.0 SP6a, Windows 2000 SP3, or Windows XP Professional
- Disk Space: 500KB of free space
- Memory: At least OS-required minimum RAM
- Network connection: At least a 56k TCP/IP network connection

**Broker Admin Web site (Secure Configuration only)**

- Web Server: Microsoft® IIS 5.0 or greater
- Browser: Microsoft Internet Explorer 5.5 or later; Netscape® Navigator® 6.02 or later; Mozilla 1.0 or later

**Broker hardware requirements**

LANDesk recommends the following hardware for installing and running the LANDesk Global Support Broker. Selecting a server that runs at a faster speed, uses multiple processors, or has more memory, increases its ability to handle a greater number of simultaneous connections when sufficient network bandwidth is available

- Intel Pentium® 4 processor, running at 1.2GHZ minimum. (Dual Intel Pentium 4 processor or better system recommended.)
- 1GB memory
- A built-in NIC (two NICs recommended)
- Bootable CD-ROM
- 8GB hard drive
- Video card

You do not need to preinstall an operating system or any software. The Broker installation CD (CD1) included with Instant Support Suite contains the operating system and software required for running the Broker.