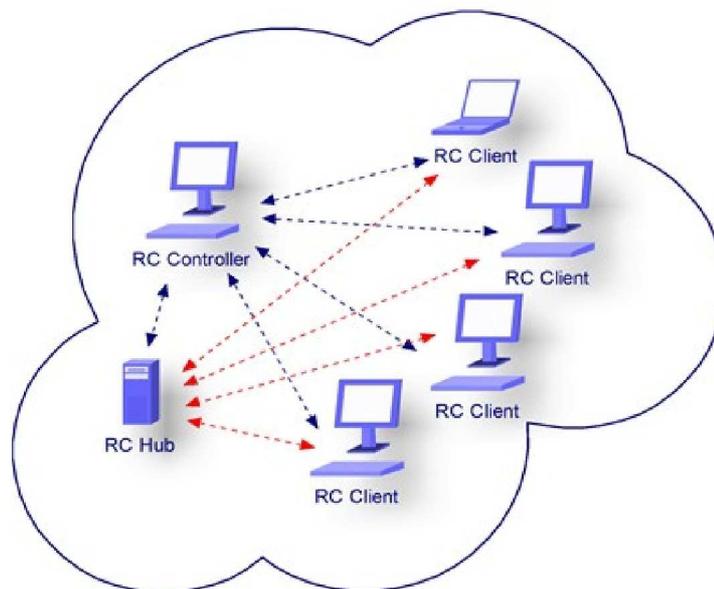In today's rapidly growing, rapidly changing IT market, one of the problems facing Managed Service Providers and IT Help Desks is the need to provide the capacity and capability to deliver proactive solutions in a timely manner. Effectively the need to provide "more for less" while still retaining a competitive edge.

Remote Control is the solution to this problem. Remote Control applies an unprecedented level of automation across a trusted network. Tasks associated with monitoring, maintaining and reporting on networked computers are automated by Remote Control.

Remote Control saves you time and eliminates the complexity and manual interaction associated with networked computer maintenance. Remote Control increases your capacity and capability quickly and easily. Remote Control gives you the competitive edge you need to deliver the services your customers demand.

How does Remote Control work?

Remote Control is a Distributed Executable Framework for trusted networks running .Net technology. Using a controller computer, clients are deployed remotely across the trusted network. The controller is then able to issue instruction packages to the clients. The clients execute the packages and return results. The packages can be issued to multiple domains and clients simultaneously, and can be scheduled to occur at certain events. Multiple controllers can be configured, including hubs running as a background service.

Remote Control inside the Trusted Network

Remote Control comes with over 300 instruction packages ready to use. An optional Integrated Development Environment allows users to quickly and easily create custom packages based on industry standard scripting languages. Access to the Remote Control forum is built into the user interface, and allows users to raise support issues, request new packages etc.

Remote Control – the smart answer to maintaining networked computers.

Talk to Laek Limited today to find out how Remote Control will benefit your organization.

Remote Control in more detail.

Advantages for businesses include:

- **Remote Deployment** to all machines on the trusted network.
- **Reduced Overheads** associated with computer maintenance and management.
- **On Line and Real Time** diagnostic tools for help desk support.
- **Monitor, Maintain and Report** on multiple computers with a single command.
- **Manage User Profiles** in real time during a user session.
- **Schedule Events** to occur at startup, logon, logoff and shutdown.
- **Deploy Software** to multiple computers remotely and silently.
- **Client Interaction** using an on-demand remote desktop service.
- **Tailored Customisation** to suit your business needs.
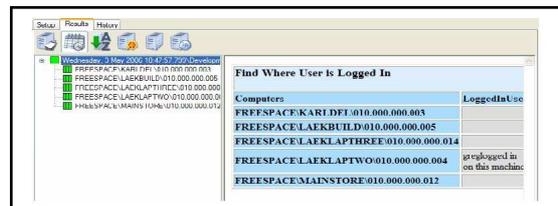- **On Line Support** available 24/7.

Easily deploy Remote Control to all computers on the trusted network.

Technical Specifications Include:

- **Built on .Net technology**.
- **Integrated Windows NT Security**.
- **Unique, custom encryption** for added security layers.
- **Remote Desktop Services** install when needed and removed when not in use.
- **Over 300 ready made packages** to monitor, report and maintain multiple computers.
- **Optional integrated editor** allows user created packages and commands.
- **Aggregated reports** of comparative results.
- **Export reports** and results in HTML, XML or CSV.
- **Industry standard scripting** languages supported.

Business Benefits Include:

- **Reduction in time** required to perform operational tasks.
- **Reduction in IT administration costs** through preemptive maintenance.
- **Increased disaster recovery competence.**
- **Increased efficiency of computers** through automated house keeping tasks.
- **Decreased exposure** to stealth attacks and hacking.
- **Decreased downtime** re-imaging desktops and workstations.
- **Modify a users profile immediately** without interrupting the user.
- **Fast diagnosis** through comparative reporting.
- **After hours automated administration**.
- **Automated software installation**.
- **Administration delegation**.
- **Event driven administration**.

Over 300 packages included, or create your own.

Recommended System Requirements to run Remote Control:

RC Controller - 512Mb Ram, Windows XP, 50Mb Disk Space, Internet access.

RC Client – 12Mb Ram, Win NT 4 or later, 2Mb Disk Space.

RC Hub – 256Mb Ram, Win NT 4 or later, 50Mb Disk Space.

Although Remote Control requires .Net and access to an MSSQL database, these can be installed as part of the initial deployment of Remote Control if they are absent from the Network.