



REMOTEUS CHECK - PRODUCT OVERVIEW

Remote Check software periodically analyses the health of the computer and sends possible alerts and warnings to the IT Support. It also provides an easy way for the end-user to send IT support requests.

How it works

Remote Check collects status and update data from the computer system. After each analysis when problems have been detected, it sends an email to the IT support provider about the problems informing that a new report with appropriate alerts has been created to the server. Remoteus Check collects status data from the computer about e.g. virus protection, firewall and operating system.

Remote Check does not, under any circumstances go through end-user's personal files or emails.

Benefits of Using Remote Check

Most problems can be anticipated, and thus the fixing of the problem is faster, making computer usage and maintenance easier.

Using Remote Check creates business and additional sales. In addition IT support provider can schedule support cases in a more efficient manner, and fix certain problems faster when support cases can also be taken care of remotely or at a time more convenient for the end-user (predict and prevent).

Technologies

Only technology required from the IT support provider is e-mail and Internet. Support cases are sent by e-mail, which contain the necessary links for opening detailed Remote Check report in a browser.

Remote Check includes a secure communication method between the IT support and user.

Remote Check has secure automatic updates.

Remote Check works completely independently of the location.

The user interface can also be tailored with the Service Provider logo and lay-out.