Splashtop Enterprise

The all-in-one remote access and support solution

Enable employees to work remotely with unattended anytime computer access. Enable IT to remotely support computers and mobile devices. Provide students with scheduled access to lab computers.

Key features and benefits

- **High Performance –** 4K streaming at 40fps and iMac Pro Retina 5K streaming at low latency. Reduced CPU utilization provides more headroom to process applications. Settings can be fine-tuned to get optimal performance. Optimized encoding and decoding engine takes advantage of the latest hardware acceleration from Intel, NVIDIA, AMD.
- **Secure Connections –** Secure infrastructure, intrusion protection, SSL/AES 256 bit encryption and other advanced security features.
- **Broad Device Support –** Remote into your Mac, Windows or Linux computer from any Mac, Windows, iOS, Android, or Chromebook device.
- **Unattended Android/ Rugged IoT Support –** Splashtop Enterprise provides remote access and remote support to any Android device from any computer or mobile device even without an end-user present. Android devices include smart phones, tablets, POS devices, kiosks, set top boxes and more.
- **Multi-Monitor Support –** Remote into multiple monitors connected to your workstations.
- **Scheduled Access –** Schedule times for when users can remotely access computers.
- **In-session Features –** Users can transfer files, chat, record session, and more.
- **Microphone Passthrough –** Users can transmit input via local microphone to the remote computer as the microphone input.
- **USB Device Redirection –** Redirect a USB device (smart card reader, security key, stylus/HID device, or printer) on your local computer to the remote computer.
- **Granular Permissions –** Provide granular role-based and user/user group-based permissions.
- **SSO/SAML Integration –** For ease of deployment and centralized authentication, Splashtop Enterprise integrates with Single Sign-On identity providers.
- **Group-based Permissions –** Assign permissions by user/computer groups.
- **Group-admin** - Create group-specific admins.
- **Centralized Admin Console –** IT admins can easily manage remote access to devices through a centralized console.

Additional features available on request

- **IP Restriction** - Restrict access based on user IP.
- **SIEM Integration** - Export log data to an SIEM system to retrieve and analyze.
- **Splashtop Connector** - Securely bridge remote connections to Windows computers and servers without using VPN or installing any remote access agent.

Who benefits?

Organizations and educational institutions looking to give employees/students remote access to computers as well as provide easy and secure remote support for computers and mobile devices.

- Employees working remotely can access their work computers instantly, from anywhere.
- IT departments can remotely access, manage, and support unattended computers. They can also support unmanaged, attended computers and mobile devices on-demand.
- Educational institutions can easily schedule and manage students' and faculty members' remote access to on-campus computer labs, enhancing their distance and hybrid learning programs.

Use customized controls for 3D CAD/CAM on iPad

Remote support features (available in technician licenses)

- **Unattended and Attended Remote Support –** Unattended, anytime remote access to managed devices. Quick, on-demand access to computers and mobile devices with a 9-digit SOS access code. Customize the SOS app with your own logo, color, instructions, and company name.
- **In-Session Voice Call –** Initiate a voice call to the end-user during the remote access session.
- **Remote Computer Management –** Send commands to an unattended remote computer's command prompt in the background, view Windows event logs, system/hardware/software inventory, endpoint security, and manage Windows Updates.
- **Configurable Alerts –** Set up alerts to monitor computer status, software installation, memory usage, Windows event logs, and more. Receive alerts via the Splashtop web console and/or by email.
- **Integration with Ticketing and ITSM –** Splashtop Enterprise integrates with leading PSA ticketing and ITSM solutions providing easy access to starting a remote session. Session details are automatically logged in the ticket.
- **Improved On-Demand Support Workflow –** Generate a support link and send it to the end-user to download and run the SOS app. There is no longer the need for the end-user to pass the session code back. Additionally, technicians can see and work off of a support queue that shows the support requests assigned to them, and their status.
- **Support Channels and Technician Management –** Create support 'channels', group technicians, and assign roles and granular session management privileges. Technicians can easily transfer a support session and invite multiple technicians to join the session.
- **SOS Call –** End-users can request a support session through the SOS Call app. The session will be added to the channel's support queue.
- **Splashtop AR –** Connect to off-site locations and resolve issues live with camera sharing and AR annotations. (Available as an add-on).

Pricing

Splashtop Enterprise is licensed per end-user for remote access and per concurrent technician for remote support use (includes additional remote support features). Both user types can be combined in a single instance. Annual and multi-year subscriptions are available.

Education licensing options include concurrent student licensing for school computer lab access, end-user licensing for faculty and staff, and concurrent technician licensing for IT and Support.

Contact us for pricing. **Save 50%** or more when compared to other enterprise-level remote access and remote support solutions.

Learn more and get started

splashtop.com/enterprise

(On-premise solution available as well)
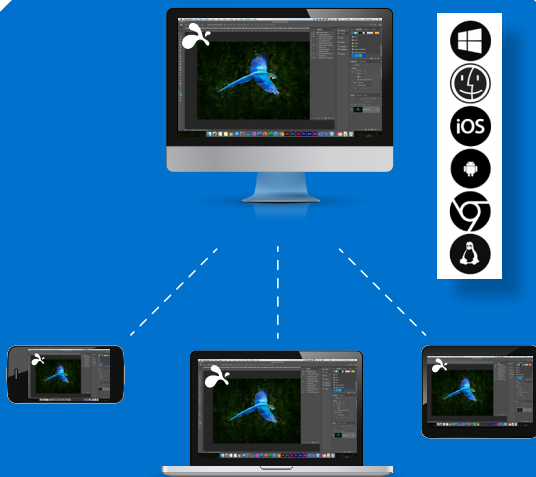
Remote control computers and mobile devices as if you are sitting in front of them.

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