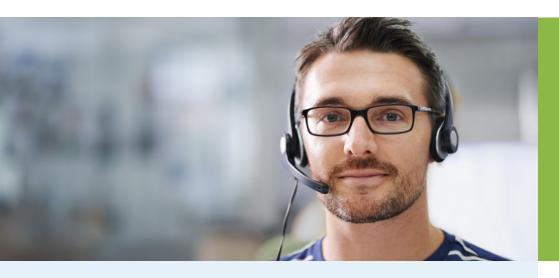
Splashtop SOS





Fast, cost-effective, and a complete remote support solution for attended and unattended devices

The ideal solution for IT Departments, Customer Support, and Help Desk teams.

The complete remote support solution – manage and support unattended computers, and provide on-demand attended support to computers and mobile devices

Best-in-class remote support solution

Splashtop SOS makes providing remote support simple. No need to waste time or money traveling to your user's device, just remote into it and take control the second you're needed, resolving the issue right away. Remotely manage computers with the ability to remote in instantly at anytime, ensuring they are always up-to-date.

Key Features and Benefits

- **Simplified Workflow** With attended support, your user runs the SOS app (can be custom branded) on their device and gives you a 9-digit session code which you use to remote in. With unattended support, you can remote in instantly.
- **Top Features** All the tools you need to get the job done quickly. Share your screen, transfer files between devices, chat with users, record sessions, and more.
- **High Performance** Experience <u>fast</u>, <u>high resolution streaming</u> with low latency.
- **Support Unlimited Devices On-demand** Just pay for the number of concurrent technicians per year.
- **Unattended Access** SOS+10 and SOS Unlimited packages let you provide unattended access to computers and servers.
- **Broad Device Support** Splashtop SOS is compatible with Windows and Mac computers, as well as iOS and Android devices.
- **User Management** Add admins and end-users for free. Set their roles and access permissions. Set access permissions for users and groups.
- Integration with PSA & Ticketing Launch SOS sessions from within Autotask PSA, ServiceNow, Freshdesk, Freshservice, Zendesk and Spiceworks Help Desk.
- **Robust Security** -Get secure infrastructure, intrustion protection, SSL/AES 256 bit encryption and other <u>advanced security features</u>.

Who Benefits?

- Organizations looking to improve customer and/or employee satisfaction while cutting IT support cost and delays.
- IT technicians who need to provide on-demand attended remote support to computers and mobile devices not managed by them.
- IT teams who need to remotely manage computers, and provide support even without an end-user present.



"Splashtop SOS provides everything we need in an on-demand support application. It's easy to use for our customers and the price can't be beat. Highly recommend!"

— Colin Pearce, Founder, Inderly

System Requirements

Technician Client App Requirements

Windows:

- Windows 11, 10, 8, 7, XP
- 1G RAM
- DirectX 9.0 or newer
- Atom, Pentium-M, or better

Mac

• Mac OS 10.7 or newer

·iOS

- iOS 11 or newer
- iPad / iPad mini / iPad Pro / iPhone/ iPod Touch

Android tablets / Android phones

· Android 4.0 or newer

End User Requirements

• Windows:

• Windows 11, 10, 8, 7, XP

Mac

- Mac OS 10.7 or newer
- 1.6 GHz dual-core or better CPU
- 1G RAM

· iOS:

• iOS 11.0 or later, iPhone 5s or later, iPad Air or later, iPad Mini 2 or later, iPad Pro, & iPad Touch

Android

- · Android 5.0 or later
- Remote view all devices. Remote control rooted devices, Samsung, and select Lenovo and LG devices

Streamer Requirements (unattended access)

Windows:

 Windows 11, 10, 8, 7, XP, and Windows Server 2019, 2016, 2012, 2008, 2003

• Mac

- Mac OS 10.7 or newer
- 1.6 GHz dual-core or better CPU

• Linux

- Ubuntu Desktop 16.04 and 18.04
- CentOS 7 and 8
- Red Hat Enterprise Linux (RHEL) 7.3-8.1
- Fedora 29-31

Learn more and sign up for your free trial

www.splashtop.com/sos

Splashtop, Inc.

10050 N. Wolfe Rd., Ste. 260 Cupertino, CA 95014 USA 1-408-886-7177

www.splashtop.com

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Pricing and Plans

Simple, cost-effective, and powerful remote support solutions.

SOS

See pricing

Per concurrent technician per year

Support unlimited devices on-demand

SOS+10

See pricing

Per concurrent technician per year

Support unlimited devices on-demand

Anytime unattended access to 10 managed computers per tech license

SOS Unlimited

See pricing

Per concurrent technician per year

Support unlimited devices on-demand

Anytime unattended access to an unlimited number of computers

Splashtop Enterprise

Contact us for pricing

Flexible end-user and concurrent technician licensing

Support unlimited devices on-demand

Anytime unattended remote computer access

SSO/SAML integration

Unattended Android access

Remote management features

End-user remote access

ALL PACKAGES INCLUDE:

Full featured remote support

Multi-user (floating) license

Remote access Windows & Mac

Remote access iOS and Android devices*

Desktop and mobile client apps

Custom branding with your logo and name

Connect with a session code

Share technician desktop

Two users into one computer

Robust security

File transfer (including Drag-and-Drop)

Chat

Session recording

Remote reboot and reconnect

Purchase & deploy Bitdefender through Splashtop console

Multi-to-Multi monitor support

User management

PSA ticketing & ITSM integration**

...and more!

*Limited Time: Includes FREE mobile add-on pack. Remotely support iOS and Android

**Limited Time: Includes FREE Ticketing Integration Add-on



Remote from any device to provide quick support for computers and mobile devices