



# Aranda Virtual Support

Provide technical assistance and remote support to your clients in real time from anywhere in the world.

## KEY FUNCTIONALITIES

### Remote control

Establish a remote control communication via internet between your service desk and one or multiple user stations (Windows, Linux or Mac) which are outside the local network.

### Summary of remote control sessions

Save the history of actions taken during the remote control session and use them later for auditing purposes, preparation of guides and knowledge articles for users.

### Transfer of sessions between specialists

A support specialist who is running a remote control session on a user station can transfer that session to a second specialist so that they can continue the support process without interruption.

### Chat

Support specialists can interact with end users or other specialists through chat to resolve concerns in real time, without having to make a call.

### File transfer

With AVS, support specialists can transfer files to and from user stations quickly and securely for a complete and efficient support service.

### Inventory display

View and export the list of inventories generated during the remote session of the workstations.

### Profiles

Manage your users by assigning roles and enabling them to run administrator, vendor and business tasks.

### License choice

Manage the use of AVS by your users, whether specialists or clients, by choosing the licensing scheme that best suits each case.

### Security

The connection and remote support are secure (encrypted) and without hindrance from routers, firewalls, proxies or NATs.

Automatically recording the summary of remote control sessions facilitates auditing the actions carried out by each specialist during the session.

With Aranda VIRTUAL SUPPORT (AVS) you can provide effective support regardless of the type of connection or the type of network you have, generating trust and offering concrete solutions to the needs of your client.

## BENEFITS

- Remote support in a short time and from anywhere through the internet.
- Secure support sessions with encrypted information.
- History record of remote support sessions for auditing purposes.
- Effective combination of: remote control, chat and file transfer.
- Easy and quick to install on your existing infrastructure.
- Option to run the software without installing it previously.
- Locking of the client device's peripherals to optimize the work of specialists.
- Reduction of colors and screen resolution of the client device to optimize the use of bandwidth during slow connections

## SPECIAL FEATURES

### Licensing schemes

There are two licensing schemes for AVS:

- **Concurrent licensing**  
A specific number of licenses are granted. These can be used interchangeably by different specialists.
- **Named licensing**  
A personalized and unique license is granted with the basic details of the specialist for exclusive use.

## AVS Gateway Server

Procesador	Dual Core 2 Ghz or higher
Memoria RAM	4 GB
Sistema Operativo	Windows 2012R2 or higher
Espacio libre en HDD	30 GB

## Web Server

Procesador	Dual Core 2 Ghz or higher
Memoria RAM	4 GB
Sistema Operativo	Windows 2012R2 or higher
Espacio libre en HDD	50 GB (not including storage space for recorded sessions)

## Workstation for Agent and Client

Processor	Dual Core 2 Ghz or higher
RAM	4 GB
Operating system	Windows 7 SP1 or higher / OSX / Linux 6 x32 x64 or higher
Free HDD space	50 MB

## Database Server

Processor	Dual Core 2 GHz or higher
RAM	4 GB
Operating system	Windows 2012R2 or higher SQL Server 2012 or higher
Free HDD space	30 GB