



## AVG® Remote IT

### Remotely manage your customers

More than 80% of your customer-reported issues are resolved remotely with a remote control tool. Hence, power remote control is an important tool for IT service providers to deliver their services effectively.

By using our remote management tool to support your customers' devices, you can eliminate the cost of all but the essential on-site visits, so even your smallest customers can be profitable.



#### Lower costs

AVG® Remote IT is a powerful free feature within the portal. With a single one-click remote connection you can access individual devices wherever you, or they are in the world. As long as individual devices remain connected to the Internet, AVG® Remote IT means you can quickly fix a wide range of issues remotely without the need to be physically at the machine. Other problems that can be resolved remotely include those not necessarily AVG-related, resolving software issues and security fixes.



#### Save time

You can connect to devices in your customer's network, allowing you to resolve a variety of issues quickly and easily. PCs in sleep mode can be remotely woken and files of any type can be transferred between PCs using AVG® Remote IT. Plus, you can chat in real time to users on the devices you are working on.



#### Complete control

Messages that appear on end-customer machines to accept or decline the incoming remote connection can be customised for individual customers. AVG® Remote IT allows you to change end-customer screen resolutions to provide a better viewing experience. You can also customise connections to restrict bandwidth usage so that customer network performance is not adversely affected.



## How it works



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## Features

Simple and free to set up, AVG Business CloudCare is the fast, flexible and affordable answer to more protection, complete control and more productivity.

### Connection from anywhere

One-click connection allows you to remotely connect to devices from any web browser using the AVG Business CloudCare Portal.

### Quick issue fix

As long as the device is connected to the Internet, issues can be resolved quickly and remotely avoiding the time and cost of travelling to and from your customer's site.

### Connect to devices with ease

Resolve multiple device issues in one session.

### Wake-on-LAN

Easily wake, restart or shutdown PCs remotely using our simple shortcut buttons.

### Chat

Allows the AVG Partner or self-managed administrator to chat to a user on their device.

### File transfers

Allows the AVG Partner or self-managed administrator to transfer files to a user's device.

### Customer-friendly message

The message that end-customers see on their device screen asking to accept or decline the incoming remote connection can be customised using host user content.

### Customise resolution

You can change the end-customer screen resolution for a better viewing experience, as well as change the colour contrast function on the end-customer device to lower bandwidth.

### Simple device alerts

View and receive alerts on the portal or via email, like memory utilisation, disk capacity reached, windows service information and much more.

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#### Supported browsers:

- Internet Explorer® 8.0 or later
- Mozilla Firefox® 2.0 or later
- Google Chrome™ 8.0 or later

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#### Additional software required:

- Java 1.6 or higher

