

GOVERLAN REMOTE ADMINISTRATION SUITE



The Goverlan Remote Administration Suite is an easy-to-use all-in-one client systems management solution designed to simplify and accelerate IT support within small, midsized, and enterprise organizations.

Goverlan allows IT support staff to globally and dynamically control, manage, and support physical and virtual desktop infrastructures in real-time with minimal user interruption. By combining best-of-breed remote control, powerful support tools, detailed system reporting, and automated configuration and task management, Goverlan empowers you to get to the root of problems quickly, resolving client issues more *efficiently*.

KEY BENEFITS

Anytime Assistance

Remote workers challenge your IT staff's ability to remotely connect to and support users. Goverlan allows you to remotely locate and support any user that requests assistance, no matter where the user is located. Utilizing advanced AD searches and real-time detection of logged in workstations, Goverlan automatically finds and connects support professionals to the user.

Comprehensive Support Toolset

Your helpdesk needs more than just remote control. Goverlan provides access to powerful reporting, configuration, and automation tools to manage every aspect of your systems including the BIOS, the OS, applications, and user settings – minimizing user interruption and maximizing dependable results.

Unmatched Remote Control

Regardless of what OS a client is running, they need support now. That's why Goverlan supports the widest range of protocols to control, shadow and monitor client devices, including: Microsoft RDP, VNC, Telnet/SSH, Windows Remote Command Line, and Intel vPRO. For improved speed and stability, Goverlan also offers its own proprietary remote protocol.

Deployed in Minutes

Goverlan uses a small, stable agent that can be automatically deployed and maintained on client devices. Combined with auto-detection of your Active Directory configuration, setup of Goverlan only takes minutes.

PROBLEM

System administrators, help-desk technicians, and support professionals need to be able to quickly and efficiently address end-user issues with an ever-increasing number of roaming & remote users, virtual sessions, and multiple client OSES – all making locating and supporting a user's desktop increasingly more difficult.

Without the right support tools to address problems remotely, support methods that require interrupting the end-user drain productivity, resources and, ultimately, revenue.

SOLUTION

Goverlan was built with system administrator, help-desk technician, and support professional efficiency in mind. Providing a single, centralized solution to discover, report, configure, manage, and remotely control the broadest range of physical and virtual client systems available today, Goverlan allows technicians to quickly and efficiently locate, identify, and resolve the issues of users anywhere in the world, without user interruption.

ABOUT GOVERLAN

Chosen by IT professional worldwide, Goverlan is renowned for its ease-of-use and expandable feature set. Goverlan enables IT support to globally and dynamically control, manage, and support desktop and server infrastructure in-real time, without user interruption. This means administrators can get to the root of the problems quickly and resolve client issues more efficiently.

Unlimited End-Users

Goverlan Remote Assistance is provided for an unlimited number of end-users with per-operator licensing as opposed to per-node licensing, allowing you to budget based on the size of your *support* organization, and not your *entire* organization.

KEY FEATURES

Complete and Accurate view of your Environment

With database-driven systems data, the support professional is often viewing out of date information about the user's OS, applications and configuration. Goverlan provides the most accurate and up-to-date view with SUREDATA.

fastConnect

Your support staff can quickly and effortlessly access a user machine by specifying a full or partial AD user name. Goverlan **fastConnect** immediately presents you with the list of physical machines, as well as VDI, Citrix®, & RDP sessions, that the user is currently logged into for fastest access.

Scope Actions

Easily perform support tasks by quickly specifying or using existing scopes of computer targets and Active Directory objects. Scopes can be used as the basis for reporting on system configuration and security settings, or running automated actions (like deploying software, making registry changes, or installing a printer). Predefined Scope Modules provide hundreds of turnkey actions, automating the normally manual part of supporting a user.

Powerful Custom Reporting

Harnessing the power of Scope Actions, Goverlan can be used to generate turnkey reports related to hardware, software, security, desktop configuration, and everything in between. Whether you are looking to generate reports to meet needs related to asset management, compliance, or security, Goverlan offers comprehensive reporting that can bring the information needed to light.



NEW IN VERSION 8

SURE DATA

SUREDATA provides real-time data for all online machines **PLUS** cached data for all offline machines, giving you the most complete and accurate view of your infrastructure.

INTEL VPRO AMT OUT-OF-BAND MANAGEMENT

Gain BIOS level remote access or reboot machines to a pre-configured ISO image and repair or install a new OS. Remote control any Intel vPRO ready machines.

fastConnect=

Now available for Administration and Diagnostics as well as Remote Control. Use fastConnect to resolve partial computer or user names via wildcard AD searches and view the real-time logged-in workstation of the user including VDI, RDP & Citrix® sessions.

SCOPE ACTIONS WIZARD

Scope Action improvements are designed to give you as much information as possible with enhanced status windows. Execute Scope Actions or view reports with a single click. Also view the execution history of Scope Actions with detailed graphs and reporting.

SYSTEM REQUIREMENTS

Goverlan v8 Console Applications:

Windows XP SP3 and above

Goverlan v8 agent:

Windows XP SP3 and above

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