GOVERLAN
REMOTE CONTROL

IT Management through Advanced Remote Control

Goverlan Remote Control is an intuitive and powerful remote control solution designed to facilitate remote control of distributed client systems. The native alternative to Goverlan Remote Control is either a physical desk visit or a Remote Desktop connection. Either of the alternatives is interruptive to the user and carries a high price in IT personnel overhead.

KEY BENEFITS

As if you were there

Control your remote systems as if you were physically there. During a Goverlan Remote Control session, share the screen, keyboard and mouse without disconnecting the user, or access and log into unattended machines. You can also share the screen and controls of a remote system with one or more other support engineers for a fully collaborative control session.

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 to and maintained on client devices. Combined with auto-detection of your Active Directory configuration, setup of Goverlan only takes minutes.

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 they are. Utilizing advanced AD searches and real-time detection of logged in workstations, Goverlan automatically finds and connects support professionals to the user.

Unlimited End-Users

Goverlan Remote Control 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.

PROBLEM

A major challenge facing IT support specialists is providing support to highly mobile users that may be logged into a number of machines at any given time. Support specialists need a more efficient way to track down and isolate user's logged-in machines in order to troubleshoot problems. Additionally, a more powerful, intuitive and faster remote control solution can improve first-call resolutions and reduce support ticket time-to-close.

SOLUTION

Goverlan Remote Control allows technicians to quickly and efficiently locate a user's logged-in workstations through fastConnect. fastConnect displays all workstations that a particular user is logged-in to in real-time so you don't have to search through abstract computer names to start resolving issues.

Goverlan Remote Control includes a powerful toolset and an intuitive interface making it inherently easy to use from day one, eliminating the need for administrators to spend valuable time browsing manuals or attending training sessions so they can get started working at once.

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.

GOVERLAN®
COMPLEX IT SYSTEMS MANAGEMENT
MADE EASY

KEY FEATURES

Remote Control
Control attended or unattended Windows, MacOS X and Linux machines, or any Telnet/SSH device.

Remote Shadow
Shadow any Citrix® or MS RDP virtual desktops remotely as easily as standard sessions, including multi-monitor virtual sessions.

Enhanced Task Manager
Use the Goverlan Task Manager to observe machine performance and active tasks while conducting a Remote Control session to detect issues and resolve them quickly.

Configurable Operating Modes
Centrally configure and control the client side operating mode. Choose between requiring user prompt and approval, on-screen notification or no-notification (stealth) to initiate a remote control session.

Communicate with your Clients
Easily send pop-up messages to your client's machines or initiate chat sessions in or outside of a remote control session. Multiple admins can participate in the same remote support session.

Screen Capture
Capture your client's screen - print the client's screen, export the client's screen to an image or perform a video capture of one or more remote control sessions.

NEW IN VERSION 8

*fast*Connect
Your support staff can quickly and effortlessly access a user machine by specifying a full or partial AD user name. Goverlan *fast*Connect 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.

INTEL VPRO AMT OUT-OF-BAND MANAGMENT
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.

SYSTEM REQUIREMENTS
Goverlan v8 Console Applications:
Windows XP SP3 and above
Goverlan v8 agent:
Windows XP SP3 and above

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GOVERLAN

www.goverlan.com