NTRglobal Remote Desktop for Spiceworks is a competitively priced application that boosts productivity, enhances customer experience and reduces overall support costs.

NTRglobal Remote Desktop for Spiceworks lets support agents conduct secure remote connections across multiple platforms and distributed networks, view the computer desktop and interact with it as if on a local network. Specifically designed for help desk users in Spiceworks, it accelerates problem resolution and enhances customer experience while reducing overall support costs. Support agents can leverage the Spiceworks environment by feeding session details into the reporting module for clear accountability with their customers.

Millions of users rely on NTRglobal’s flexible, modular solutions to manage hundreds of thousands of devices. The NTR Cloud integrates seamlessly with MSPs, enterprise help desks and OEM partners to deliver global IT management, automation, remote access and support services. Data transfer and storage are protected through the extensive NTRglobal SSL network and ISO 27001-certified data centers spanning the Americas, EMEA and Asia Pacific.

**Key Benefits**

» High Value for Money: Competitively priced application for remote control support

» Optimize Productivity: Reduce mean time to respond (MTTR) and perform remote desktop sessions within a Spiceworks ticket with no need to change screens or application

» Clear Accountability: Gain a comprehensive view of session history and review session metrics for further analysis

» Easy Implementation: Support agents troubleshoot after a few clicks with nothing to install

» Enhance Customer Experience: Increase first call resolution (FCR) straight from the Spiceworks console

» Robust and Secure Application: REST design pattern and OAuth security standard for account authorization and access

www.ntrglobal.com
**Features**

**Gain Access Right from Spiceworks**
- Secure remote control of Windows, Mac and Linux machines
- Connect on demand and schedule remote desktop sessions
- Consolidate session history within Spiceworks environment
- 100% web based with nothing to install and no footprint left behind on remote computers
- Fast on-demand remote desktop connectivity delivered from a globally distributed socket server network
- No need to open special ports, change network or firewall configuration or modify NAT tables

**Troubleshoot and Resolve Remotely**
- Robust troubleshooting toolset with easy-to-use graphical interface
- Reboot remote computers and reconnect seamlessly
- Drag and drop files and print remote documents locally

**Enterprise-Grade Security**
- Safe Harbor-certified data centers across North America, Europe and Asia
- Multi-continent socket server distribution for maximum connectivity and speed
- Fault-tolerant global data backup for maximum security and redundancy

**Web-Based SaaS**
- Global access over any type of Internet connection
- Eliminates maintenance and security overhead

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**Security**

- ISO 27001 Certified (NTRglobal Facility and all Data Centers)
- TRUSTe Certified
- Qualys® SECURE Seal
- Safe Harbor-Certified Data Centers
- Data Privacy and Integrity
- 256-bit AES encryption
- At-rest customer data encryption
- TLS/SSL protocol
- OAuth Authentication and Authorization
- Attack and Malware Detection
- OWASP Testing Standards

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**Languages**

English

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**System Requirements**

NTRglobal Remote Desktop for Salesforce offers secure remote customer support across Windows, Mac and Linux.

Please visit our website for the latest information on system requirements: [www.ntrglobal.com/help-desk/techspecs](http://www.ntrglobal.com/help-desk/techspecs)

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**About NTRglobal**

- NTRglobal is an ASG Software Solutions company
- Flexible, Modular Solutions
- Ease of Implementation
- Multiple OS Support for Windows, Mac, Linux and Mobile Devices
- Complex Processes Simplified
- Globally Distributed Data Centers
- API Architecture
- Integration with Hundreds of Apps
- Designed for Growing Businesses
- Enterprise-Grade Security

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