

When you need fast Help Desk support
anywhere, anytime
at minimal cost for your school system ...

Real-time Remote Help Desk



To manage the increase in technology usage within your school system along with the tightening of your school budget, the HP Virtual Support Room brings you a complete, remote, troubleshooting solution that will not only save money by reducing your IT staff's travel time but will also increase their productivity. This solution will provide the functionality to troubleshoot any problem, from anywhere, at any time of the day or night. You will see your Help Desk become a more efficient and cost effective part of your IT support in very minimal time. In addition, SPS Recording Services can provide recordings of troubleshooting sessions or other IT Training events for future reference.

Using HP Virtual Support Room and SPS WEMS Recording Services will:

- Allow real time responsiveness to technical issues with student and staff equipment.
- Minimize your overall cost for IT support by cutting the cost of travel for on-site visits.
- Increase your Help Desk productivity as they find themselves with more time to resolve technical problems.
- Allow your Help Desk to focus on higher level problems by posting demonstrations and recordings of commonly asked questions and solutions.
- Create recordings of tasks for initial set-up of applications when systems are assigned to students and teachers, freeing your technicians for more demanding problems.

Support specialists can quickly launch HP Virtual Support Room from their system trays and give a quick key to a student or teacher to start a session in seconds. They can also use the web interface provided with all HP Virtual Rooms products for room and event management.

The HP Virtual Support Room offers the following features in an easy-to-use interface tuned for the support engineer:

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- View and control your customer's desktop and applications. Share your own desktop to demonstrate functions or tasks to the customer.
- Collect system information for quick analysis at the click of a button. Save system information to a file for later review or for posting within a call tracking system.
- Take a snapshot of the desktop and save results for analysis.
- Bi-directional file transfer to deliver files or software updates.
- With multiple session capability, support engineers can manage two active support sessions at once using chat.
- Very small client footprint ensures HP Virtual Support Room software downloads in seconds so problem solving can start immediately. No need to pre-install software.
- Secure, AES 256-bit SSL-encrypted sessions, with invitation only access.
- Firewall friendly. HP Virtual Support works through most firewalls using standard http and https ports.
- Optional API toolkit can be used to launch support sessions from your own support software.