

Remote Support Finding the Right Direction



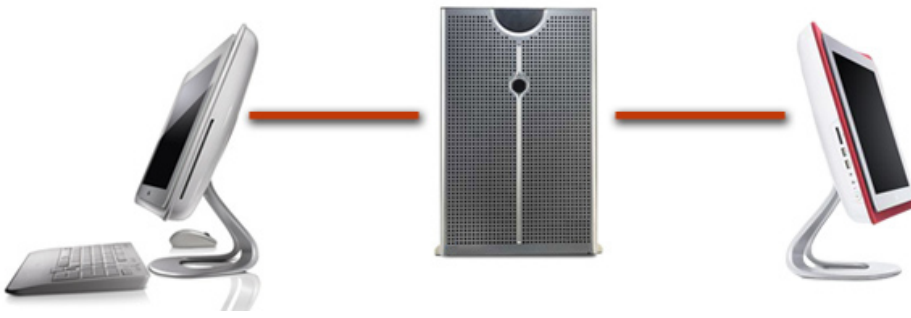
ScreenConnect Enterprise Solutions

Do you need customized remote support software?

ScreenConnect is a self-hosted remote support application; that out of the box provides a wide array of software features aimed to help users provide a variety of service and support offerings.

But sometimes out of the box doesn't fulfill the diverse requirements of the enterprise customer. For these customers who require more advanced customization, integration, and training we have developed our ScreenConnect Enterprise Solutions.

ScreenConnect Enterprise Solutions was developed specifically for those organizations that need a remote support software solution tailored to their unique needs. A solution designed to meet specific branding and technical requirements, while maintain the highest level of quality and software stability. Our account executives will work with each enterprise customer to define their current and future needs and work with them to integrate a solution designed just for them.



ScreenConnect was designed to provide customers with a self-hosted remote support solution that could adapt to changes in demand, security, and efficiency as the business climate dictated. Our goal was to provide customers with a quality remote support tool that operated on-premise eliminating the costly monthly licensing fees and maintenance costs of SaaS solutions.

All organizations regardless of size or vertical see a lot of the same things; demanding customers, shortened response times in SLA's, unorthodox PC configurations, and more. But enterprise organizations see these problems on a larger scale. Therefore the demand for quality, flexibility, security, and scalability are more pronounced and key to overall business success.

One of our enablement experts will work with each enterprise customers to review current use model, implementation ideas/plans, corporate training needs, and required product features. Through this exploration our team will develop a tailored ScreenConnect solution tailored for the organization. No more modifying business processes to fit the software, ScreenConnect will change to fit the needs of our customers.



ScreenConnect Enterprise at a Glance

The ScreenConnect Enterprise Solution is based on the ScreenConnect platform but the solution itself can be tailored to offer a completely customized ScreenConnect implementation.

- Active account management
- Customization and branding
- Infrastructure design and installation support
- Integration with systems and products
- Extended and priority support options
- Administrator and end-user training



“ScreenConnect Enterprise provides our team an avenue to support customers throughout the entire process, tailoring ScreenConnect to maximize their return on investment”

Jeff Bishop
Business Development Manager

Methodology

Enterprise organizations need software that works for them not the other way around, ScreenConnect Enterprise Solution is tailored to their needs through a partnership arrangement managed by one of our implementation experts.

About ScreenConnect

ScreenConnect was developed by Elsinore Technologies in 2008 as a supporting product to their growing issue and data tracking product line.

In 2010 Elsinore Technologies celebrated 15 years of success providing companies around the world with on-premise software solutions.

Elsinore provides 100% of their software development and support from the Raleigh, NC headquarters.