



VIEWFINITY PRIVILEGE AND SYSTEMS MANAGEMENT ACTIVITY RECORDING, ROLLBACK, REMOTE DESKTOP

As an IT professional, your primary goal is to support the information technology infrastructure of your customers in the best possible manner. However, since part of your job requires end user interaction, the quality of service you provide is a key factor in how you are valued and measured.

Exceeding Customer Support Expectations

Our product is not just about reporting, monitoring and updating – it raises your ability to exceed the service expectations of your customers. Our products are designed for everyday practical usage, empowering IT professionals to take immediate, actionable steps related to desktop configuration matters. Sure, we handle the standard behind-the-scenes asset inventory, remote terminal, and we also provide unique new features that will enhance every troubleshooting conversation you have with your customers.

Supporting Remote Users or Branch Offices

An expensive part of managing IT operations is dealing with the problems that are a challenge to resolve while not physically onsite. The challenges can be both technological and human. At a human level, it is sometimes possible to invoke a remote session and walk the user through the diagnosis and resolution of a problem. This approach involves a fair amount of discovery and troubleshooting dialog just to get started, and requires a lot of patience on both sides of the conversation, especially if your customer is not technically savvy. Remote sessions often conflict with security and compliance policies and are increasingly not a preferred choice. Thus, you incur travel and time expenses while someone is in transit and it's costing lost productivity for your customer.

Centralized Management of Laptops & Desktops

Our web-based management console operates via a cloud-computing software delivery model by managing assets and applications through a simple web browser. Laptop and desktop management functions requiring system administrator assistance can be performed via the Viewfinity system from a remote location, without a direct connection to the desktop. The administrator and desktop are both connected to the Viewfinity platform via an Internet secure connection, where the IT person simply accesses the desktop activity for the specific end user and a record of all recent desktop activities is presented in a simple, intuitive format (to adhere to privacy policies, permission-based access levels are customizable by user group and/or by functional requirements such as Help Desk Analyst, System Administrator or Super User). A basic explanation is all that is required before the IT person can take action, easily searching screen shots of desktop activity by application or event-type to pinpoint relevant user actions.

Our support solution comes with precise recording and rollback functions allowing IT support personnel to identify and take immediate action to correct (or “undo”) changes which have been made on any desktop. Remote desktop capabilities are also included should the need arise to access the desktop. With these features, both end users and IT professionals are rewarded with prompt, frustration-free problem resolution and effective desktop management capabilities.

Viewfinity Activity Recording

Laptop & Desktop Event Recording

Our real-time monitoring and recording of laptop, desktop and application events provides the administrator with a complete record of all changes being made on the laptop or desktop. Viewfinity's precise activity recording feature provides a picture of all meaningful user/application activity for every laptop and desktop in easy-to-identify markers, such as:

- "Start process notepad.exe"
- "Update file a.doc"
- "Change configuration of PowerPoint"
- "Change of default printer"
- "Installation of Google toolbar"

Pinpoint Laptop & Desktop Events

When an end user calls to report a problem on their PC, the IT person accesses the desktop activity journal for the specific end user and a record of all recent desktop activities appears. The desktop activity journal GUI presents information in such a way that end users don't need to struggle with trying to explain the problem in detail. A simple explanation is all that is required before the IT person can easily search screen shots or review screen recorded video clips of desktop activity (*note, access is granted based on predetermined delegated security access rules*), by application or keyword to pinpoint the problem.

Key Benefits and Features to Solving User Problems Quickly:

Key Benefits of Activity Recording:	Key Features of Activity Recording:
<ul style="list-style-type: none"> • Enhances reputation and value of IT with smarter, faster diagnosis • Reduces the extensive troubleshooting and discovery dialog typically needed between the end user and IT support personnel • Lowers the need for remote terminal or in-person visits in order to assess the problem • Allows IT professionals to resolve troubleshooting calls in minutes • Filters events to quickly pinpoint and diagnose specific issues 	<ul style="list-style-type: none"> • Aggregates events into an intuitive navigation structure for easy classification • Logs are customizable for a specified time period or storage capacity setting, even at the computer activity level (applications only, data files excluded, etc.) by group • Built-in search capabilities provide an easy method for finding specific entries • Navigates to exact name and path locations of files recently modified • Ensures permission-based access of screen shots thumbnails and screen recorded video capture of laptop, desktop and application events • Supports configurable delegated security access: ability to activate or deactivate screen shot and/or recorded video capture setting by group



Viewfinity Rollback

Viewfinity's Rollback feature provides a unique approach to solving the costly, time consuming, and inevitable IT challenge of quickly and effectively resolving desktop support problems, with the minimum effect on the end user machine. Current methodologies involve phone-based troubleshooting, desk-side visits, remote terminal sessions, or a combination of all three. Depending on the problem at hand, it often becomes necessary to restore applications to a "Golden State," or even to reimage the entire machine. In the case of mobile users, the problem becomes even more complicated when machines are located off the corporate network in cafes, hotels, client sites, or anywhere else an end user may be located when a support issue arises.

Viewfinity Rollback helps administrators quickly and easily resolve most desktop support issues using only a web browser and an Internet connection. The Central Management Console displays all machines that contain the Viewfinity agent. Simply select the appropriate end user computer to display all relevant activities that have taken place on the machine in an easy-to-read, intuitive format. There is no need for the end user to attempt to explain the problem — all you need to know is what application or user setting is being affected. You can then filter this list of high-level system and application events to identify and select the problem-causing action. You can even view a corresponding screenshot to confirm you've correctly identified the issue. Once the exact event has been identified, simply "roll back" that individual action to correct the problem — without affecting any other applications, configurations or data changes. Viewfinity rollback completely removes the event in question as if it never happened.

Viewfinity Rollback significantly reduces the need for desk-side visits, remote desktop sessions, and confusing end user discussions when attempting to identify and correct helpdesk issues. Instead, you can now view forensic evidence of all actions that have taken place on the machine. This allows you to quickly identify and roll back the underlying problem, increasing your helpdesk effectiveness and returning your user to productivity.

For those situations where deeper investigation or complete control of the remote machine is required, Viewfinity offers built-in Remote Desktop capabilities as well.

Rolling back specific user personality components such as network drives, deleted icons, deleted printers, and other dependent components can be performed independently of user created data and the computer system state. Because of our encapsulation architecture, Rollback can be performed on any user personality setting and configuration option and is effective with any application.

Personality Setting Rollback

Personality Setting Rollback solves a fundamental problem for IT administrators, enabling them to preserve, protect and restore PC personalities on demand. Actions such as reinstating mapped network drives, restoring a printer that may have accidentally been deleted, salvaging personal desktop icons, or reverting back to previous application settings maintained in an Outlook profile are handled in one easy step.





Centralized System Restore

Centralized System Restore is a snapshot-based technology that supports the instant rollback of multiple systems from one central management console. The system centrally collects checkpoints and instantly restores the desktop back to a particular “working state” without reinstalling the operating system. This rollback capability will not affect data file changes -- only post-rollback application and system changes.

Key Benefits and Features:

Key Benefits of Rollback:	Key Features of Rollback:
<ul style="list-style-type: none">• Decreases end user downtime and increases satisfaction due to faster problem resolution• Diagnoses problems quickly due to simplified event view• Reduces troubleshooting and discovery dialog typically needed between the end user and IT support personnel• Lessens the need to coordinate troubleshooting and problem resolution among multiple vendors• Relieves IT resources of costly troubleshooting responsibilities and allows IT personnel to focus on revenue enhancing projects• Enables System Restore without the need to visit the desktop or engage in a remote terminal session• Restores optimal system functionality in the event of a system failure or other serious problem	<ul style="list-style-type: none">• Undo problems by rolling back exact activity, pinpointing and impacting only the specific action being reversed• Centrally manages all desktops and laptops regardless of physical location and whether inside or outside the corporate network• Aggregated view of low-level events by application enables intuitive classification of meaningful application events• Filters events by application and activity type for easy identification• Presents activity recording events in easy to read screen recorded video clips and/or screen shots thumbnails• Centrally manages group checkpoints and group system restore feature• Restores desktop to a specific event point without effecting user created data• Creates easily identifiable restore points with system restore -- automatically• Manually creates restore points at any time

Viewfinity Remote Desktop

Viewfinity Remote Desktop has built-in remote access capabilities that enable you to work on a remote computer as if you were sitting right in front of it. Leveraging a standard Internet connection to reach end users regardless of their location, Remote Desktop allows you to access desktops owned by your organization via the Internet or LAN. Remote Desktop uses SSL (HTTPs) protocol to ensure your privacy is secured and protected.

Our advanced remote control management features, such as chat, the ability to transfer files between host and remote PC, and transfer (“grab”) a terminal session among several

administrators, simplify troubleshooting and remote management processes for both the administrator and the end user.

Remote Desktop has a choice of two methods for handling the initiating of a remote session: 1) the end user can be prompted to accept the Remote Desktop connection; or 2) the administrator may connect to the remote computer without requiring conformation from the end user. This setting is configurable per user or per set.

The Viewfinity Activity Recording and Rollback features remove most need for remote desktop sessions. There are times, however, when an administrator requires complete control of a remote machine for advanced investigation or user assistance. Viewfinity Remote Desktop, when used in conjunction with our Activity Recording and Rollback features, provides exceptional capabilities that will expedite your troubleshooting time significantly.

Viewfinity Rollback further empowers you to take immediate, actionable steps to resolve the problem.

Key Benefits and Features:

Key Benefits of Remote Desktop:

- Supports remote desktop sessions whether online or offline from the corporate network
- Centralized access to your client base via the web eliminates need for desktop visits
- Manages a large number of connections
- Provides full visibility into remote machines
- Allows for instant remote support to customers and employees
- Meets the needs of your IT support organization with multiple configuration options
- Protects privacy with configurable prompt requiring end-user approval to establish remote terminal connection

Key Features of Remote Desktop:

- Connects to remote computers locally or through the secure HTTPS tunnel
- Provides the ability to establish a chat session
- Transfers (grab) active terminal session to other administrators
- Supports ability to transfer files between local computer and local drivers on the computer being accessed during the terminal session
- Used along with Activity Recording and Rollback, pinpoint exact action/activity problem and “undo” it on the spot (impacts only the specific action being reversed)
- Initiates session based on configurable settings: prompt for user approval or connect without approval