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How to Adopt the Best **Remote Access Tool** for Your Company

The ultimate checklist for assessing which remote access tool is best for your business.

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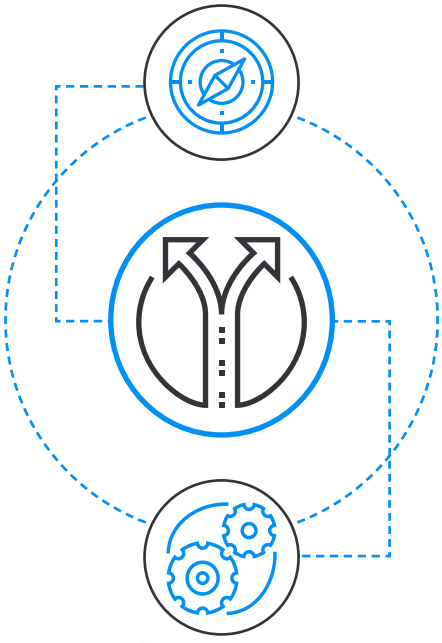
THE ULTIMATE CHECKLIST FOR ASSESSING WHICH **REMOTE ACCESS TOOL IS BEST FOR YOUR BUSINESS**

Markets are becoming oversaturated, meaning your customers have an unlimited number of options for the same solution.



Employee skill sets are growing at an astounding rate, making job poaching a possibility. And to top it all off, systems are quickly becoming outdated in just a few months' time because technology just doesn't stop growing. Your company must overcome a variety of challenges and the right tools could help your business succeed.

With so many choices on the market from a variety of providers, how can you choose the best remote access and support tool for your business? We'll show you how to select the best tool and how it can transform your organization.

How can you choose the best remote access and support tool for *your business?*

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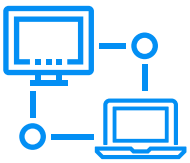
1. ASSESS YOUR BUSINESS' **INFRASTRUCTURE**

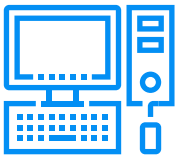
To stay ahead of your competitors, you need to acknowledge when it's time for change. It may not come easily, but there is always room for improvement.

You might be implementing or expanding a Bring Your Own Device (BYOD) policy – one that ensures personal employee devices are just as secure as corporate ones. Your business environment is likely complex. You don't just support iOS and Android. You'll be supporting Windows, macOS, and even Linux.

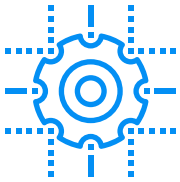
Look for a remote access tool that:



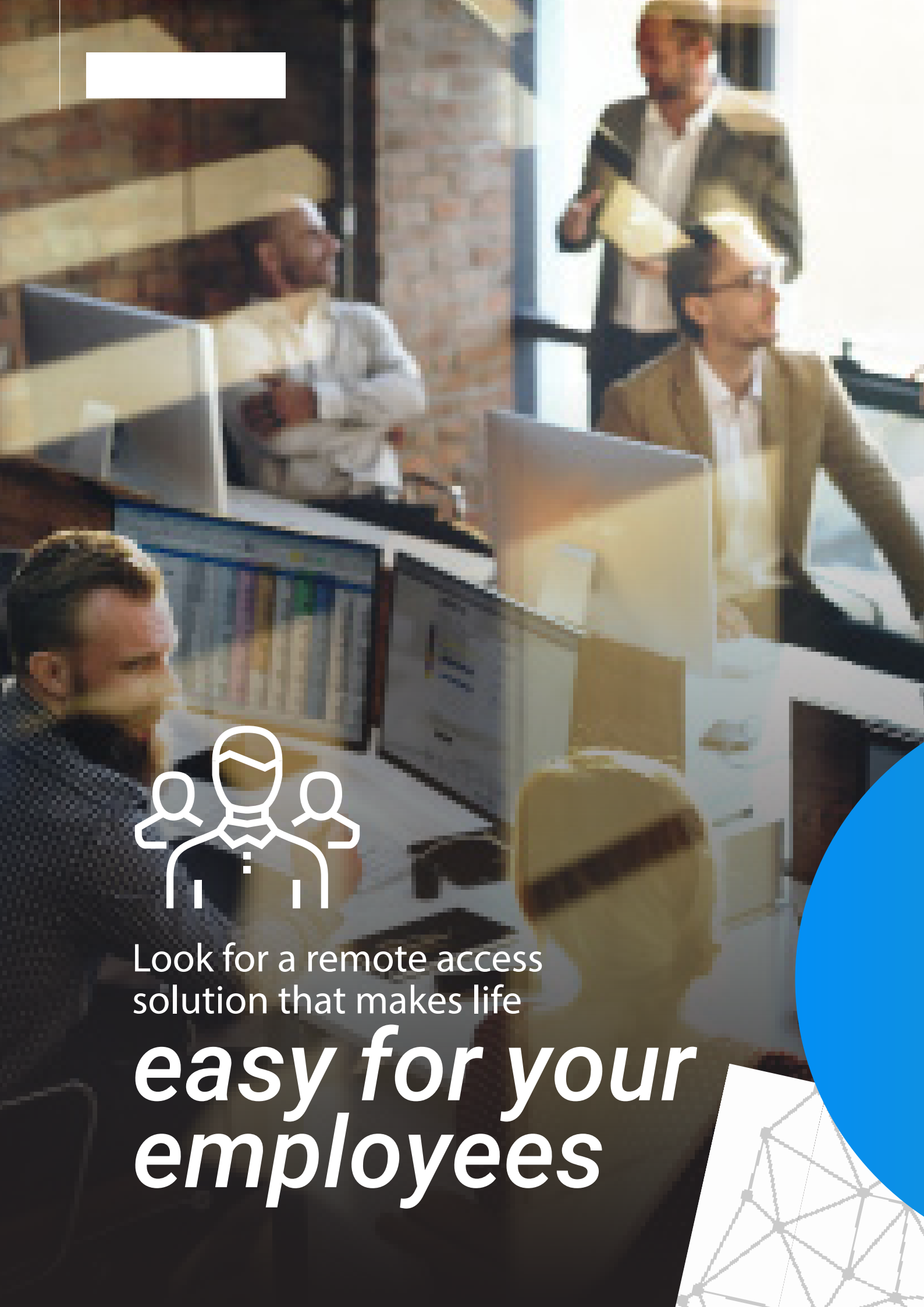
Offers multi-platform support.



Is compatible with operating systems both new and old.



Doesn't require extensive configuration.



Look for a remote access solution that makes life

easy for your employees

2. **UNDERSTAND HOW** YOUR EMPLOYEES WORK

Where do you want your system to reach? That is another question you must answer. In order to run a smooth business with engaged employees, you need to provide technology that enables your staff to complete tasks efficiently.

By understanding how your employees currently work, you can establish the improvements that need to be made, and the features you require from a new tool.

Look for a remote access solution that makes life easy for your employees — whenever and wherever they are. Give them instant messaging functionality so they can keep in touch. Give them a convenient method to share files of any size, with transfer speeds up to 200 MB/s so they can access the data they need, all the time. Whether they're in the office or working from home, employees feel engaged, empowered, and ready to keep the business growing.

Will you have employees in the field on potentially weak data mobile connections?

—

Do your employees need access to sensitive data and files while they're on the go?

—

Is there a risk that sensitive information can be exploited if devices are lost?

—

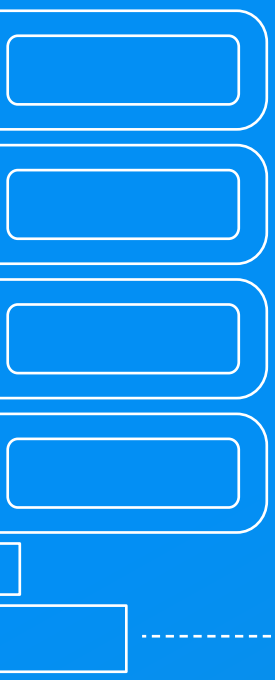
Are any of your employees using shadow-IT or workarounds to access applications?

3. PUT SECURITY FIRST

When assessing the remote access tools that are available, you need to prioritize security.

Your security must run across devices, applications, data, and — most of all — users. Look for a solution that offers secure connections and strong end-to-end encryption, such as 256-bit AES, which billions of years to crack.

You need to secure mobile devices acr company. Look for features that give y and direct access to devices, wherever will give you the capability to remotely or restore them in the event of loss or



would take

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they are. This
disable, wipe,
damage.

There are some other key security considerations:

Is the traditional username/password combination really secure enough?

Would you prefer two-factor authentication and public/private key exchange?

Do you need a remote access tool that allows you to set group-based policies for secure access and easy deployment?

Can you create different kinds of users with different kinds of access so that you can instantly add new people without endless configuration?

A best-in-class remote access tool will offer multi-layered security that protects every area of your company and all of the individuals involved.

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4. DELIVER THE **BEST SERVICE** TO YOUR CUSTOMERS

Face it, businesses can't succeed without satisfied customers.

A remote access and support solution will help you to streamline and prioritize tickets for customers who need the most help quickly. And when it's done right, your customer satisfaction ratings are sure to improve.

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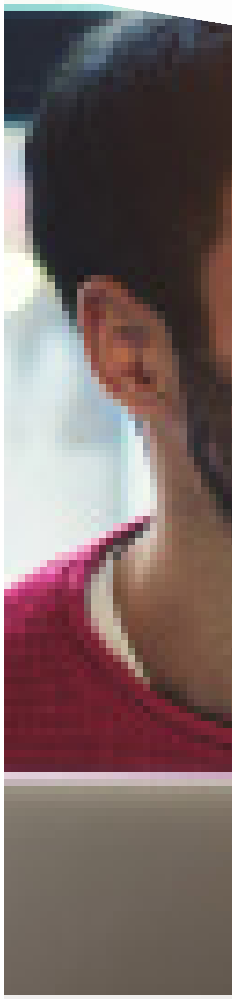
5. ADOPT TOOLS **FOR THE FUTURE,** NOT JUST TODAY



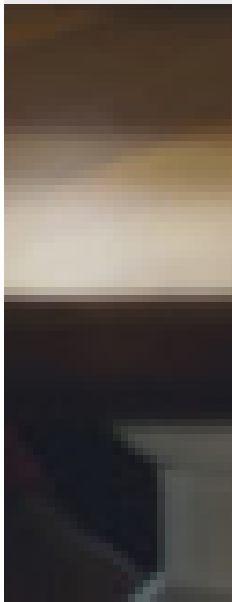
Tired of the inherited quick fix?

These short-term solutions may seem like a good idea at the time, but get frustrating because they aren't always flexible. This scenario is all too familiar to an IT manager. With the right remote access solution, you don't need to take a shortcut to get things done quickly. Make sure you get a tool that answers all of your questions.

Does the proposed platform have the necessary APIs to link with other systems you may want to link in the future, such as CRM systems or cloud-based storage providers?

Are there components that you don't need today, but may want to implement in the future?

The best remote access tool for your business will be flexible to your needs, as well as your capacity requirements. Identifying the right remote access tool isn't just about what you need today. It's about where you need to go in the future to continue your success in a competitive market.



If you don't currently operate a BYOD policy, can you change your mind later?

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REMOTE ACCESS ASSESSMENT **CHECKLIST**

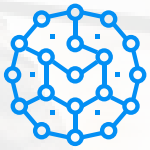
There are many remote access and support tools on the market, and they all claim to be the best. But how do you identify the tool that's best for your business?

Every business is different. While some firms need a solution that works on everything from iPads to Linux, others are happy with web-based tools. Some businesses expect HD or even UltraHD video in real-time, while others don't use video at all. You need to understand what your business requires, what it needs to achieve, and how remote access tools can help.

> Use this checklist to identify your requirements, what features of remote access are offered, and the provider likely to best fit your organization as it continues to grow.

Security

- [ ] Does the proposed solution offer end-to-end 256-bit AES encryption?
- [ ] Do you need better security than a simple username/password combination, such as RSA 2048 public/private key exchange?
- [ ] Is two-factor authentication available to make user authorization even more secure?
- [ ] Do you want the ability to manage devices with policy-based groups or to enable secure access controls?
- [ ] Do you need to securely monitor and control devices and machines in the Internet of Things?
- [ ] Does the solution provide sufficient security and flexibility for Bring Your Own Device (BYOD) environments?



Connectivity

- [ ] Do you need cross-platform support?
- [ ] Do you require a solution that works across mobile devices?
- [ ] Do you need support for a number of different operating systems ranging from brand new to old favorites?
- [ ] Do you need a solution that can configure itself even when behind a firewall?
- [ ] Does the proposed solution use intelligent connection routing to make the most of your bandwidth irrespective of network congestion?
- [ ] Does the proposed platform still work when connectivity is poor, for example when using mobile devices far from base?

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Productivity

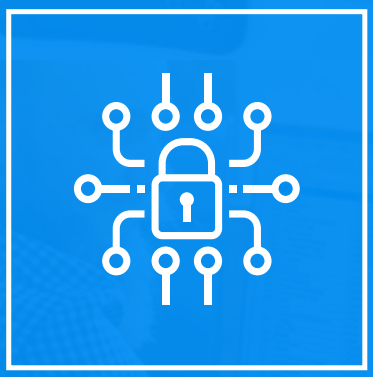
- [ ] Does the platform integrate with the APIs for existing helpdesk or CRM applications?
- [ ] Do you need a platform whose communication features involve more than just text-based chat — such as web-based forums, group discussions, persistent chat groups, service calls, and online whiteboard sharing?
- [ ] Do the solution's file-sharing features deliver high speed transfers, connect to cloud storage providers, and work within a familiar user interface?
- [ ] Is it important to be able to record sessions to review them later?
- [ ] Can the service desk functionality work from within existing email apps to save duplication?
- [ ] Is there collision detection to avoid two people answering the same ticket?

General

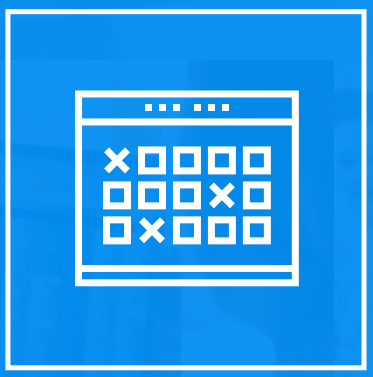
- [ ] Does the solution have robust references from organizations like your own?
- [ ] Does the solution meet any regulatory requirements your business must comply with?
- [ ] Do the available plans have sufficient room for the number of users you will have?
- [ ] Can you offer your service without requiring the other party to have a license?
- [ ] Is the solution capable of expansion if your ambitions get even bigger?
- [ ] Can you try before you buy?
- [ ] Is the price right?

Did you answer yes to the majority of these questions? If you did, you need to pay attention to the leading remote access solution on the market.

TAKEAWAYS



Strong security is a must for most organizations, especially heavily regulated ones.



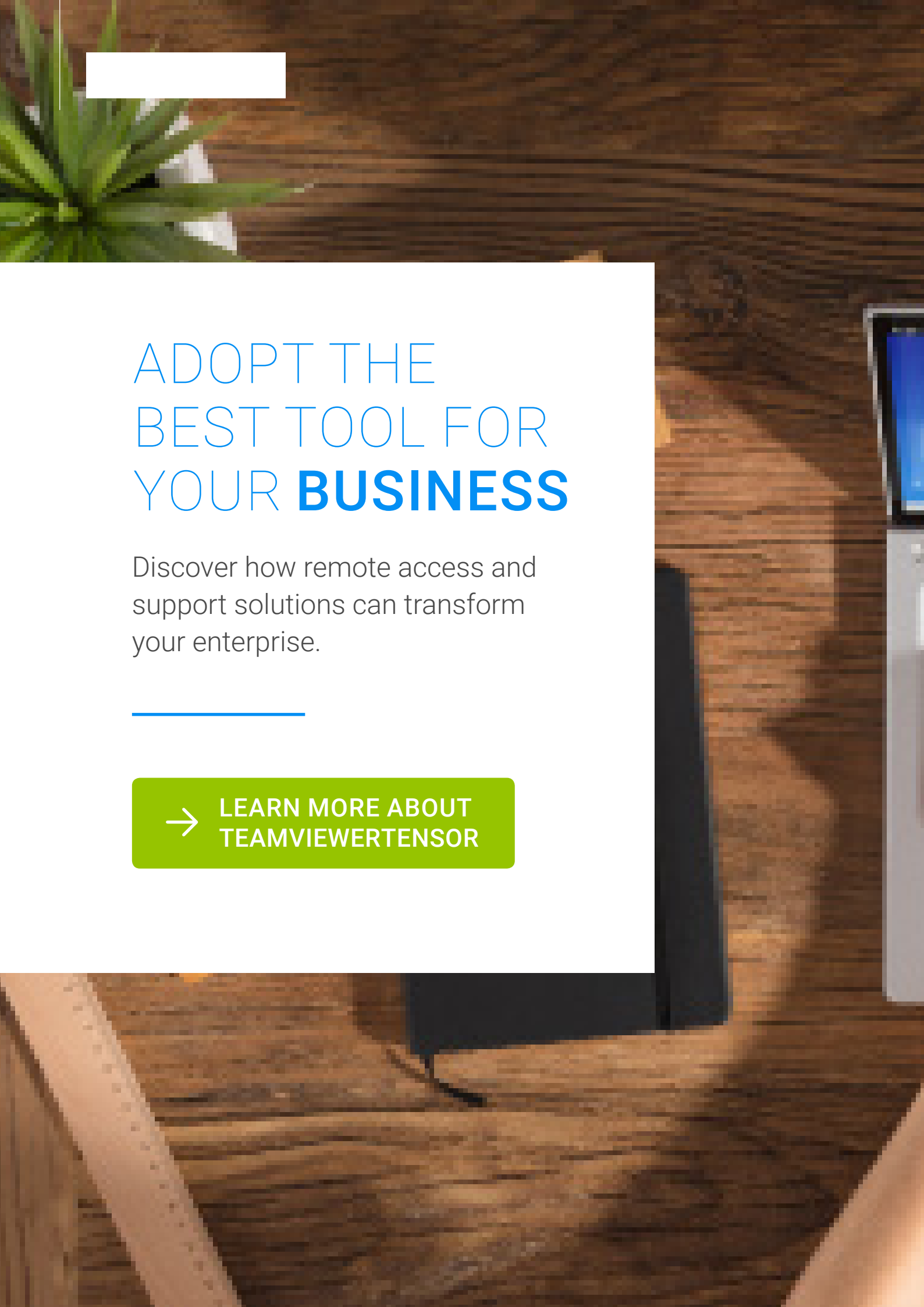
You might not need feature X or API Y today, but will you want to use them in the future?

Quality of monitoring and reporting is as important as quality of service.

Short-term solutions aren't always the best bet for long-term happiness.

Look for licensing that's sensible and predictable to ensure costs can't soar with success.

The provider is as important as the software: work with someone who truly understands your business.



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Discover how remote access and support solutions can transform your enterprise.

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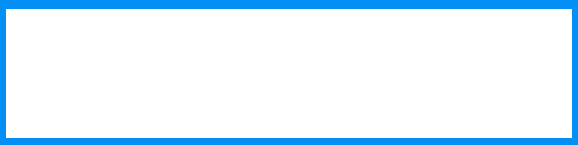
HOW TO ADOPT THE BEST REMOTE ACCESS TOOL FOR YOUR SMB



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