baramundi

baramundi Remote Desk

Fast & straightforward remote user support

Sometimes there is no way around having to deal with a recalcitrant PC in person. But what if the computer in question is in a home or remote branch office? baramundi Remote Desk is a cloud-based remote maintenance tool that provides secure access to a target system as if you were sitting in front of it. baramundi Remote Desk gives you the flexible remote maintenance access you need – uncomplicated, direct and fast.

YOUR ADVANTAGES

- Secure remote device maintenance without a VPN connection
- No additional remote installations needed
- Open remote sessions simultaneously
- Responsive real-time connections
- Use remote system keyboard shortcuts
- Direct interaction with User Account Control (UAC)

"I have to regularly intervene on a computer used by the board of directors. How can I be sure that data is protected during a remote session?"

Lukas Hagen, Netzwerkadministrator

baramundi Remote Desk encrypts all communication between the admin and target systems. To protect end user privacy, every remote session is announced, must be confirmed by the logged-in user and is clearly marked by a privacy border. Explicit Allow-Listing ensures that only trusted admin systems have access.


Remotesession Privacy Border

Privacy border on remote system clearly indicates when a session is active

"We have a lot of trainees in Support. How do I get them up and running with Remote Desk as quickly as possible?"

Alice Barthalon, IT-Support

baramundi Remote Desk is intuitive and ready to use on all computers managed with baramundi Management Agent 2023 R2 and later. Our built-in Internet Enabled Endpoint Management capabilities let IT admins establish a secure session to the end user's computer in a few clicks without a VPN connection.
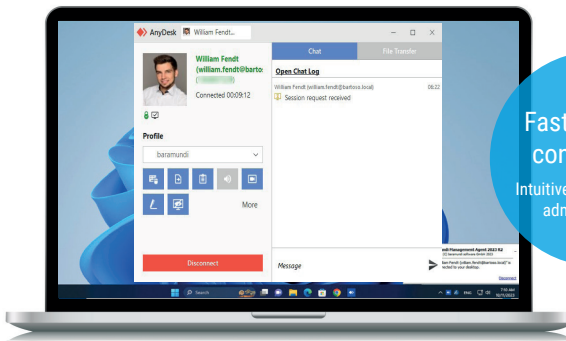

Fast and easy connections

Intuitive and responsive admin interface

> **"I need a solution to set up remote sessions to computers with open support tickets as efficiently as possible."**
> *Kim Nowak, Helpdesk*

baramundi Remote Desk is fully integrated into the baramundi Management Suite (bMS), making it possible to start a remote session directly via command line from the baramundi Ticketing System (available in the EU). Support tickets can now be received, resolved and closed in a single step without the need for end user input. IT admins can interact with remote UAC popups and use typical key combinations on remote systems with different language settings and keyboard layouts.

Ticketing System Integration

Per command line from ticketing system to remote session
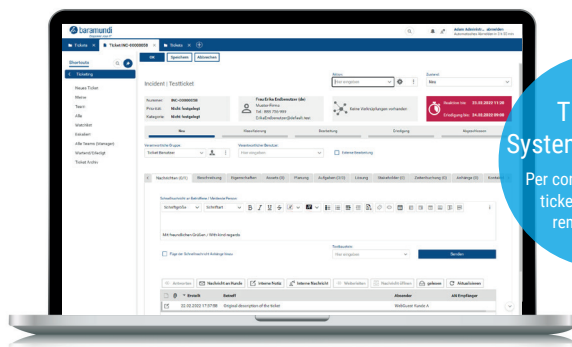
ADDITIONAL FEATURES

- ✓ Select and target individual user sessions when troubleshooting remote terminal servers.

- ✓ Emergency override lets IT admins request a remote session on computers in do-not-disturb mode.

- ✓ Multi-monitor support provides 1:1 display of remote computers with several monitors in use.

- ✓ Sessions can be recorded and reviewed for evaluation and training purposes.

- ✓ Privacy mode enables IT admins to access sensitive files or password entries while preventing remote viewing.

- ✓ An integrated Chat function complements phone and Teams communication with users during sessions.

- ✓ Quickly transfer text and files using familiar "Copy-Paste" functions

baramundi Management Suite Modules

Inventory Hardware and Software

Rapidly record and inventory the detailed hardware and software configurations of IT or OT endpoint devices with baramundi *Inventory*, *IC Inventory*, *and Network Devices* modules. The baramundi *AUT* module also detects unused software to help reduce licensing costs.

Install Operating Systems

Use native OS installation or cloning to set up operating systems quickly and reliably with baramundi *OS Install* or *OS Cloning*.

Distribute Software Easily

Use baramundi *Deploy* and *Automate* to deploy software automatically network wide or to targeted groups of systems with the same flexibility and attention to detail as manual installation.

Manage Mobile Devices

Automate provisioning and management of iOS and Android devices with baramundi *Mobile Devices*. Or use baramundi *Mobile Devices Premium* for flexible configuration and management of BYOD, COPE or COSU devices using native data separation to protect company files and user privacy.

Backup and Restore Systems, Data and Settings

baramundi *Disaster Recovery* and *Personal Backup* enables precise backup and restoration of system data as well as end-user settings and files.

Enhance Performance and End-User Satisfaction

The cloud-based baramundi *Argus Cockpit* and *Argus Experience* allow you to monitor system status and performance regardless of time and location. The baramundi *License Managment* allows you to keep on top of software licenses, while baramundi *Remote Control* and *Remote Desk* (powered by Anydesk) provides instant support via remote access.

Improve Security

baramundi *Vulnerability Scanner* automatically detects known vulnerabilities and reliably checks for adherence to security and compliance requirements. With baramundi *Update Management* and *Managed Software*, ready-to-distribute update packages are available for Windows and third-party applications. baramundi *Defense Control* enables central configuration and management of Windows endpoint encryption and antivirus solutions.

baramundi *Device Control*, *File Protection*, *Disk Protection* and *Application Control* (powered by Drivelock) enable flexible and secure control of all endpoint data storage devices, applications and files.

Comprehensive IT Solutions Integration

baramundi *Connect* offers a variety of interfaces to other applications such as helpdesk, license and asset management for comprehensive IT management.

GIVE IT A TRY!

Experience the power and flexibility of baramundi Remote Desk on your own network by requesting a free trial.

Request your free 90-day trial
www.baramundi.com/rd

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