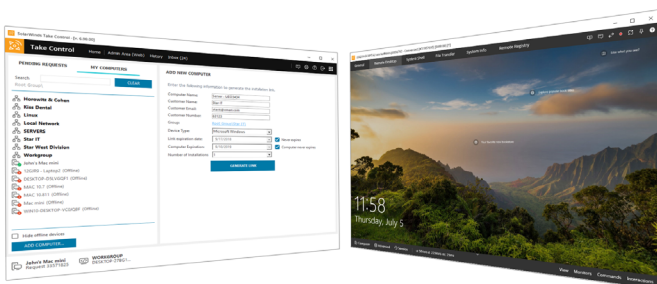*solarwinds*
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SolarWinds Take Control Plus

Fast and powerful remote support. SolarWinds® Take Control Plus: Designed to help you take control of your business, technician efficacy, and end-user experience. The right remote support solution doesn't just connect techs to machines, it solves business problems.

The SolarWinds Take Control Plus remote support solution provides a uniquely powerful tool for IT providers to access nearly any platform or device to solve issues quickly. It delivers clear visibility and communication capabilities to solve technical problems fast and delight end users. Packed with all the features of more premium, expensive solutions, Take Control Plus offers powerful tools, reporting, and session monitoring at an affordable price. Whether responding to a user support request or performing unattended maintenance, with Take Control Plus technicians can complete any remote support function with a minimum of clicks and time.

FOR YOUR BUSINESS

Take Control Plus not only provides clear dashboards and data to help you optimize business efficiency, but also tremendous flexibility to brand and configure elements to fit your business needs. Take Control Plus also considers iron-clad security to be fundamental, so you and your users can rest assured that data is designed to stay safe at every point in the support process.
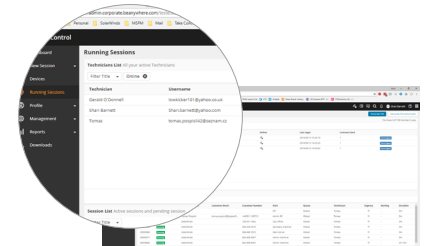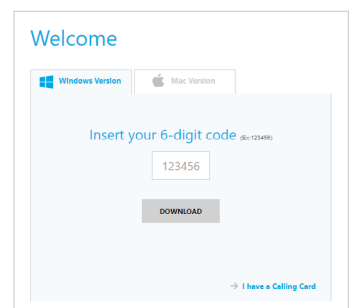
FOR YOUR TECHNICIANS

Techs need sharp, powerful tools to diagnose issues quickly and ensure end users get the service they expect. Take Control Plus offers some of the most advanced troubleshooting, communication, and security features to help get the job done right.

FOR YOUR END USERS

A simple and pleasant user experience is always the IT support professional's goal. Fast, easy connection and fluid communication are critical to making sure end users and technicians resolve issues swiftly, the first time.

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SolarWinds Take Control Plus Product Feature Details

FOR YOUR TECHNICIANS

In-Session Features

» Session recording

» Session notes and search

» Missed session notifications

» Color and quality adjustment for high- to low-bandwidth users

» Fast video streaming

» Full-screen and fit-screen views

» Hide wallpaper and screen blanking

» Automatic keyboard translation mapping

» Block remote keyboard and mouse

» Session transfer and multisession handling

» Technician screen sharing

» Change terminal services session

» View-only (monitor-only) sessions

» Blank screen

» Pause session

Troubleshooting and Maintenance Tools

» Run local batch script (system shell session)

» System CMD shell

» PowerShell®

» Send CTRL+ALT+DEL

» Windows 8 and 10 commands

» Force reboot and reconnect—in safe mode if necessary

» Restart and shutdown

» Terminal session access with user access selection

» Port and RDP forwarding

» Lock PC

» Prevent auto-sleep, auto-lock, and inactivity disconnects

» Blank screen

» Pause session

» Take screenshot

Communication and User Help Tools

» Remote printing for Mac® and Windows® on any printer

» Live chat

» VoIP

» Laser pointer

» Switch presenter role

Dashboard Controls

» Basic system info (OS, CPU, RAM Network, Disc space)

» System health (temps, system info)

» BIOS and device details

» Video Controller and AV active

» Firewall on

» Applications and drivers

» Start-up programs

» Windows event logs and updates

FOR YOUR END USERS

» One-click connect for registered devices

» Direct session links through email

» Quick connect from startcontrol.com and 6-digit PIN

» Expected wait-time information

» Position in support queue information

» Live chat or VoIP calling

» Pre-session chat

» Laser pointer

» Calling cards

» Automatic report receipt

» Post-session surveys

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FOR YOUR BUSINESS

Configuration

» Branding of agent and applet components

» Custom Terms of Service

» Email customization and branding

» PIN code expiration options

» Controls for idle session timeouts, expected wait time visibility, and showing users their position in wait queue

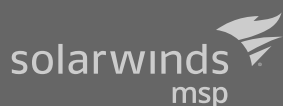» Mass deployment of agents to machines

Reporting

» Real-time session monitoring

» Session History report with option to drill down into all details and export to .xls

» Session video recording with upload to cloud

» Real-time and historical technician performance

» End user survey summaries

Management Features

» Flexible and granular technician creation

» Multilayer authentication

» Advanced device inventory

» End user remote access capability

» Ability to organize by department for automatic request routing

» SolarWinds Take Control Plus proxies

» Deferred support-request capabilities and queuing

» Custom warnings and communications

» Mandatory or optional surveys for end users

» Panic button (10 hours of unlimited use)

Security

» Multilayer authentication

» Helps support GDPR readiness and HPAA compliance

» Meets FIPS (140.2) cryptographic standards

» Secrets Vaults feature to keep credentials and critical information safe

» Idle session timeout control

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