



# SonicWALL Virtual Assist

SECURE REMOTE ACCESS

## Easy-To-Use Clientless Remote Support Tool

- **Anywhere, anytime remote support**
- **Clientless connectivity**
- **Chat functionality**
- **File transfer capability**
- **Tight integration with existing LDAP, AD, NT Domain, RADIUS, RSA or Vasco infrastructure**
- **Diagnostic capability**
- **Logging and reporting functionality**
- **Easy-to-use customer Web portal**
- **Technician Web portal and standalone client**
- **Integration with SSL VPN administrative interface**
- **256-bit AES SSL encryption**
- **Seamless integration of the SSL VPN appliance behind any firewall**

Today, customers receive technical support by phone, e-mail, chat and pre-installed remote support clients—often resulting in a cumbersome, time consuming and frustrating experience. With customer satisfaction being a key business driver for IT and Technical Support departments, employing user friendly tools is critical for enhancing service levels, improving resolution times and minimizing costs.

SonicWALL® Virtual Assist is a clientless remote support tool that enables a technician to assume control of a customer's PC or laptop for the purpose of providing remote technical assistance. With the customer's permission, the technician can gain instant access to the computer using a Web browser, making it easy to diagnose and fix a problem remotely without the need for a pre-installed "fat" client.

### Features and Benefits

**Anywhere, anytime remote support** improves customer satisfaction and support staff productivity.

**Clientless connectivity** eliminates the need to download and pre-install a "fat" client, minimizing customer frustration and set-up overhead. In addition, the "thin" client greatly reduces on-site travel expenses and equipment cross-shipping costs.

**Chat functionality** provides an efficient communication alternative to costly phone support.

**File transfer capability** provides fast, convenient and secure access to local and remote files.

**Tight integration with existing LDAP, AD, NT Domain, RADIUS, RSA or Vasco infrastructure** ensures that the customers' identities are confirmed. Alternatively, the local database of the SSL VPN appliance and tokenless two-factor authentication can be utilized.

**Diagnostic capability** enables a Technician to quickly obtain system information from the customer's computer.

**Logging and reporting functionality** enables managers to supervise remote support activity within the organization.

**Easy-to-use customer Web portal** enhances the user experience by providing a familiar look and feel for both Windows® and Mac® customers.

**Technician Web portal and standalone client** facilitate the management and scheduling of the support queue.

**Integration with SSL VPN administrative interface** enables the IT administrator to easily license and configure the module.\*

**256-bit AES SSL encryption** of the data by the SSL VPN appliance provides a secure environment for the data and assists in the effort to be compliant with data protection regulations.

**Seamless integration of the SSL VPN appliance behind any firewall** enables organizations to leverage their existing network infrastructure.

\* Additional license required. Only available as a software add-on module for the SSL-VPN 2000 and SSL-VPN 4000.

# Specifications

## SonicWALL Virtual Assist Deployment Scenarios

**Trusted outside IT consultants** can remotely support any application on their clients' desktops and laptops

- Reduce the number of on-site visits and associated expenditures
- Improve time-to-resolution and staff productivity levels

**Internal IT help desks** of mid- to large-sized companies can assist on-site as well as remote workers

- Improve time-to-resolution and IT staff productivity when assisting on-site workers
- Minimize shipping expenses on cross-ship of equipment and phone costs when supporting remote workers

**Call center technicians** can provide assistance to customers across the globe

- Decrease call times and increase first call resolution rates, resulting in higher return on investment
- Improve customer satisfaction by meeting or exceeding service level agreement (SLA) objectives



### SonicWALL Virtual Assist

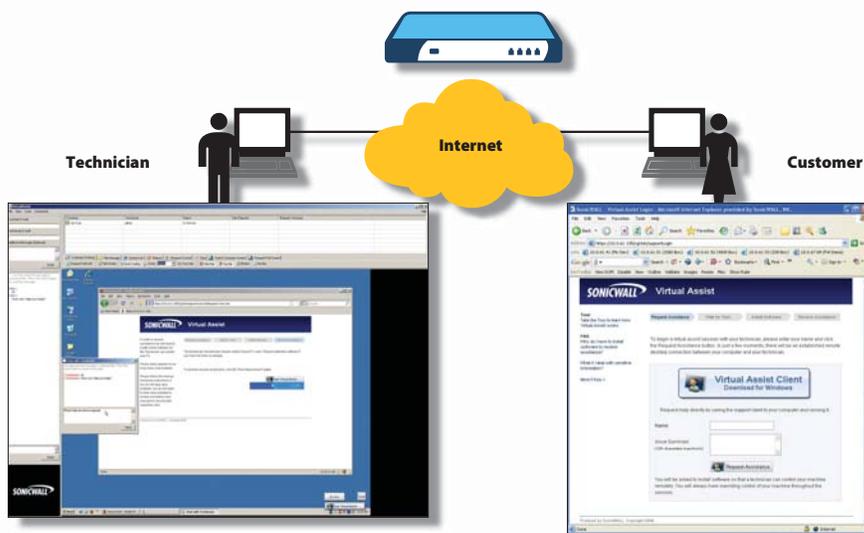
SonicWALL Virtual Assist  
up to 1 Tech  
01-SSC-5967

SonicWALL Virtual Assist  
up to 5 Techs  
01-SSC-5974

SonicWALL Virtual Assist  
up to 10 Techs  
01-SSC-5971

SonicWALL Virtual Assist  
up to 25 Techs  
01-SSC-5972

\*Support for SonicWALL Virtual Assist is covered by the support contract purchased for the SSL VPN appliance.



1. Technician logs into support Web portal or standalone client to monitor queue or invite a specific customer via e-mail.
2. Customer logs on to portal and requests help or accepts the e-mail invitation.
3. Meanwhile, the thin client is pushed seamlessly through the browser to the Technician and Customer.
4. Technician sees Customer in queue and requests access to computer.
5. Customer gives permission and remote support session begins. The Technician now actively controls the remote computer. The Customer is able to see what the Technician does on the screen.
6. The Technician or Customer may end this session at any point in time.

## Specifications

### Customer's Computer

Most versions of Windows 2000, XP and 32-bit Vista\*, MacOS 10.4+ (PowerPC and Intel)  
Browser of choice (Internet Explorer, Firefox)  
JavaScript enabled  
Sun JRE  
Internet connectivity

### Maximum Number of Allowable Technicians

SSL-VPN 2000: 5  
SSL-VPN 4000: 25

### Technician's Computer

Most versions of Windows 2000, XP and 32-bit Vista\*  
Browser of choice (Internet Explorer, Firefox)  
Internet connectivity

For more information on SonicWALL SSL VPN solutions, please visit our Web site at <http://www.sonicwall.com>.

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