



VNC[®] Mobile Solution for Device Management & Helpdesk

Product Information: Overview



VNC Mobile Solution is an innovative system that allows VNC remote access and control of mobile devices from a desktop tool. VNC Mobile Solution is the ideal technology for developers producing applications for device management and helpdesk functions. It provides developers with an easy route to implement remote access functionality within their product or service offering. Users of the application, namely helpdesk agents, can remotely access and control a mobile device in their network as if it were in their hand, yet the device can be in any global location. Applications that contain VNC Mobile Solution allow helpdesk agents to better assist with configuration, training, problem diagnosis and installation advice. Previously inaccessible mobile settings and application features can now be seamlessly managed and controlled remotely from a single location.



Packaged as a Software Development Kit (SDK), developers can easily integrate the technology into their own helpdesk and device management applications with complete branding and customization to maintain corporate look and feel. The solution is proven to reduce the number of returned handsets and cut the time of support calls as helpdesk agents can see exactly what the user is doing, give them advice on installed applications and remotely correct any setting necessary while on the phone to the mobile user. Employing such a simple solution can produce significant savings, both in time and expense whilst vastly enhancing the level of customer care and customer satisfaction that an organization can offer.

Viewer Platforms:

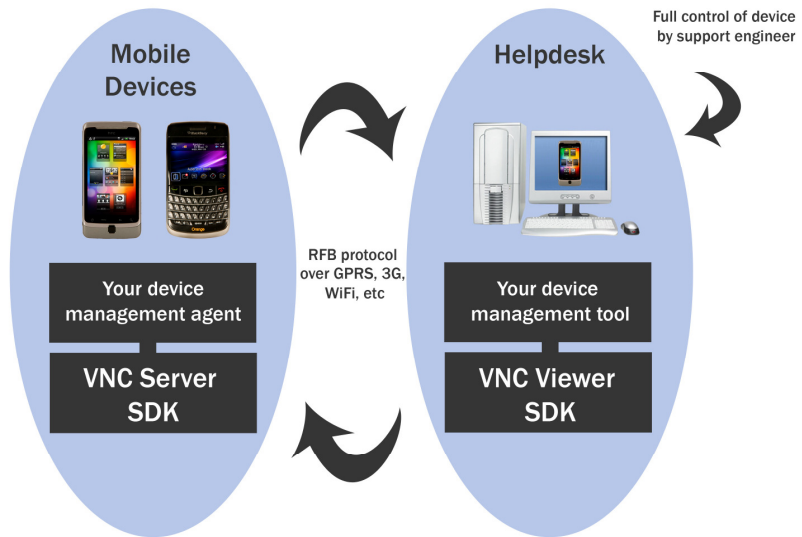
- Windows
- Linux
- Java
- .Net

Device Platforms:

- Windows Mobile
- Symbian
- Blackberry
- Mobile Linux
- Android
- iPhone
- Desktop PCs

VNC Mobile Solution for Device Management & Helpdesk enables developers to integrate VNC remote access functionality into existing applications.

VNC MOBILE SOLUTION FAMILY
VNC Server SDK VNC Viewer SDK RFB protocol VNC Data Relay Gateway
DEPLOYMENT OPTIONS
Embedded into existing application Standalone application
FULL REMOTE CONTROL
Device screen displayed in testing tool Device input by keyboard Graphical device skin for mouse input Supports touch and non-touch screens Clipboard, file transfer and text chatting facility
CHOICE OF RUNNING MODES
Always on: Server listens for Viewer Session: started manually for limited period
CUSTOMISABLE
Configure for consistent look and feel RFB extension enables new message types e.g. Lock 4 Wipe & Device Back-up
SECURITY
Closed system for security Authentication options Encryption with RA2 (AES/RSA) Filtering by IP address User accept for connections



Security & Connectivity

VNC Mobile Solution for Device Management & Helpdesk has no external dependencies; the VNC Viewer can be integrated into an existing device management or helpdesk application, whether it is a web-based or standalone application.

Connectivity can be made across a range of links including Wi-Fi, GPRS, 3G, 4G, USB or other bearers. Connections can also be made via an included and highly-scalable Data Relay to traverse firewalls whilst maintaining security. Alternatively, any existing connection infrastructure can be re-used due to a modular 'data bearer' architecture.

VNC Mobile Solution provides end-to-end industry standard AES encryption and authentication for complete security and, because VNC Mobile Solution is integrated directly into an existing device management product, all existing security measures still apply.

Performance

VNC Mobile Solution for Device Management & Helpdesk uses the latest RFB v4 protocol which means that new vendor-specific message types can be added for proprietary applications. The protocol is highly efficient, transmitting device screen updates only when they occur.

Instead of sending the entire screen image the device examines what areas of the screen have changed, compresses them, and sends them. This means there is no unnecessary data transfer minimizing the bandwidth usage and resulting in increased system performance.

About RealVNC

RealVNC's software solutions are used by hundreds of millions of people in both desktop and mobile platforms for remote access and control. VNC® is used widely in hundreds of different applications, from helpdesks to virtualization. RealVNC's commercial products have been shipped to customers in all sectors throughout the world.

RealVNC also works with many OEM partners to license VNC technology for inclusion in their product or service and is the only organization able to offer a commercial license to embed VNC in third-party products and offerings.



RealVNC Limited
Betjeman House
104 Hills Road
Cambridge, CB2 1LQ, UK

T: +44 1223 310400
F: +44 1223 310411
E: mobile@realvnc.com
W: www.realvnc.com/services/mobile.html