



RHUB On-Premise Appliance

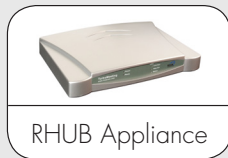
Remote Support and Remote Access
for PC & Mac Users

BENEFITS

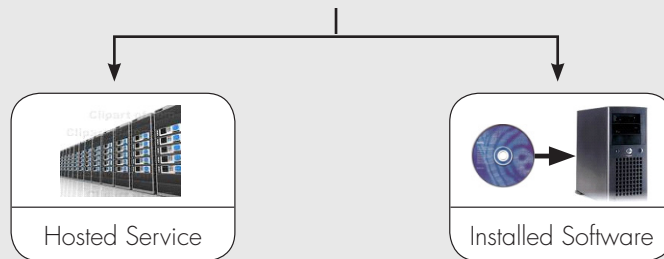
- You own it, you control it
- Pays for itself in 3 - 5 months compared to services
- 2-in-1:
 - Remote Support
 - Remote Access
- Free audio conferencing service
- Unlimited users
- No IT maintenance needed. Automatic updates.

RHUB Appliance: The Best Alternative To Hosted And Software Solutions

Solutions for remote support, remote access and webinar are primarily delivered in one of two ways: via hosted (SaaS), or installed software. There are advantages and disadvantages of each. The RHUB appliance combines the advantages found in both models.



- No monthly fees
- Easy to deploy, one-time 10 – 30 minutes installation
- Harden on-premise security No IT maintenance needed. Firmware updated automatically.
- Full customization. APIs for integration with applications or websites



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| Benefits: <ul style="list-style-type: none"> • Easy to deploy • No IT maintenance | Drawbacks: <ul style="list-style-type: none"> • Monthly fees • Weak security • No integration |
|--|---|

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| Benefits: <ul style="list-style-type: none"> • On-premise security • No monthly fees | Drawbacks: <ul style="list-style-type: none"> • Difficult to set up • High up-front cost • Ongoing maintenance |
|---|--|



3 – 5 month payback. Comparison of accumulated costs for 2 seats/sessions.

| Month | TurboSupport -300 | WebEx Meeting Center | Citrix GotoAssist | LogMeIn |
|-------|-------------------|----------------------|-------------------|---------|
| 3 | \$1,995 | \$995 | \$594 | \$774 |
| 5 | \$1,995 | \$1,875 | \$990 | \$1,290 |
| 12 | \$1,995 | \$4,500 | \$2,376 | \$3,096 |
| 24 | \$2,394 | \$9,000 | \$4,752 | \$6,192 |

Key Support Features:

- The TurboSupport 2-in-1 appliance provides full remote support and remote access in one unit:
- Vista UAC support
 - Client installs at Service level for Monitor Mode (even iPhones can monitor PCs)
 - Collaborative sessions with up to 5 attendees
 - Remote reboot/login/auto reboot
 - Remotely lock supported computer



YOU OWN IT, YOU CONTROL IT!

The TurboSupport appliance plugs into your network. You control users, access, and functions. You can authorize as many users as you wish, restrict the user to session types, or restrict user access by IP address as well as Meeting ID and Password. You can host unlimited support sessions with your employees behind a firewall or customers outside firewall.

Technical Specifications:

Appliance installs on a LAN with 10/100 MB Ethernet.

Can be placed outside/behind the firewall or in the DMZ.

Supported operating systems;

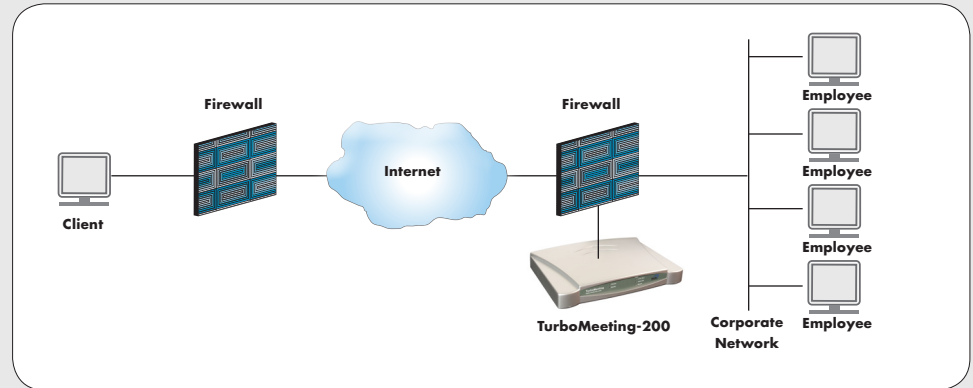
Windows 2000, XP, 2003, Vista, Macintosh 10.4 or later, both Intel and PPC processor

Universal Attendance mode:

Supports any platform with a modern browser, including Windows, Mac, Linux, Unix, and iPhone.

Capacity Range:

From 2 concurrent sessions with 5 attendees to 200 concurrent sessions. From 300 remote PCs to unlimited.



You can brand the system and integrate it with your applications and websites. You can place "Start Session" and "Join Session" buttons on any external/internal home pages, or windows based applications such as audio conference or Helpdesk systems.

UNIVERSAL ATTENDANCE – ANYBODY CAN JOIN THE SESSION

The amazing Universal Attendance technology enables anyone with a modern browser, on any platform, to join a session. No download of any kind is required of them. The attendee is "view only" and can see the supporter's screen in a browser with the similar speed as the fully interactive client attendee who needs a download.

For training situations where firewall, antivirus products, lockdown computers, or unsupported platforms can keep your participants from joining, you can at have them view your screen. And, it is fast – just 5 seconds to join.

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