# Impero

Impero OnDemand provides remote user support regardless of location, networks, firewalls or what Windows computer your user is logged on to. That means faster problem resolution, better service, and greater customer satisfaction. Impero OnDemand integrates seamlessly with Impero Remote Control to enable Web-based help desk sessions without any firewall configuration.
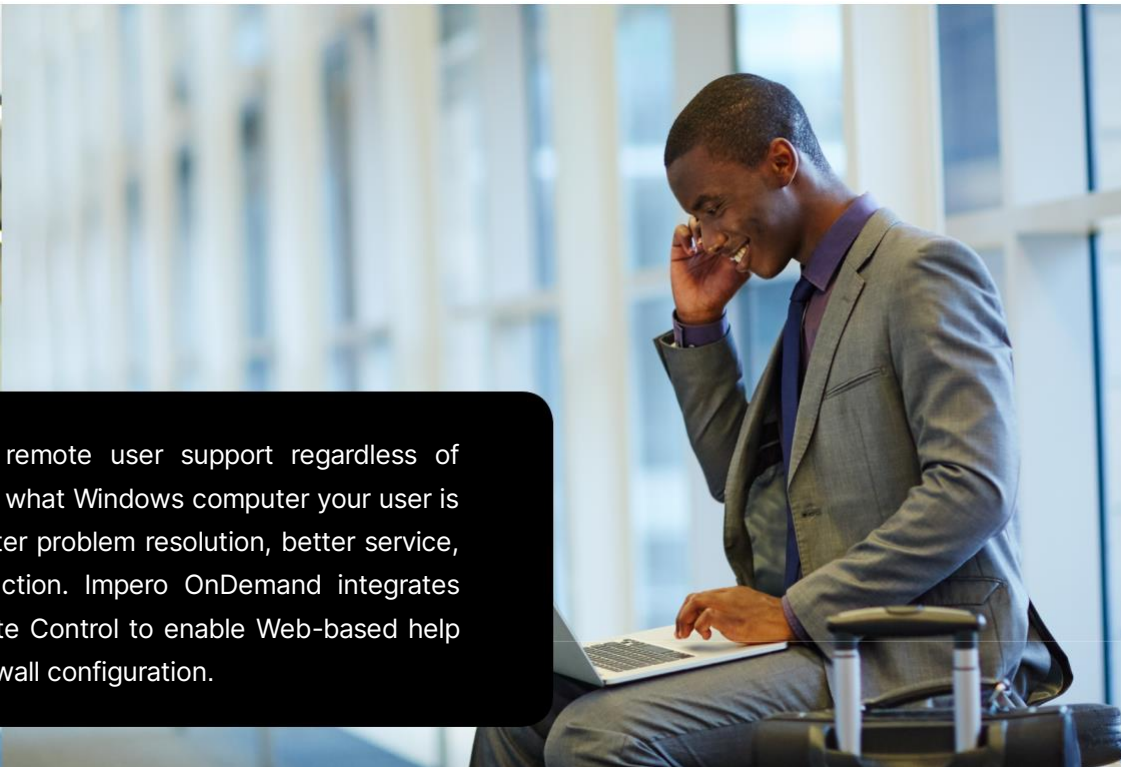
Anywhere, Anytime Support

By downloading a small, self-extracting program, end users can receive instant support across the Internet from anywhere. Best of all, OnDemand doesn't leave a footprint. When the session ends, it deletes itself from the end-user's computer.

Secure Sessions

Provide customers with peace of mind by using one of the most trusted solutions on the market. User-confirmed access, security roles, 256-bit AES encryption, session recordings and audit trails ensure you comply with the toughest security policies and regulatory standards.

Quicker Resolution

OnDemand is operational in seconds with a real-time copy of your user's desktop right on your screen. This allows you to quickly and easily see the exact issue, resulting in faster diagnosis and problem resolution.

Personal Service

Use the keyboard and mouse like you were sitting in front of the end-user's computer - edit registry, install patches, drivers or drag and drop files with the interactive, split-screen file manager. No phone? No problem. With built-in messaging, it is easy to stay in personal contact.

Cloud-based or Self-hosted

Impero OnDemand is available as a fully hosted subscription service, giving you the ability to quickly start supporting your customers. Companies who prefer complete control can implement the solution in their own premises – ideal for large support and managed service teams.

"It would be hard for me to be more satisfied. Netop OnDemand has helped us to improve our customer service tremendously."

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BENEFITS

- Gain short-term access to attended devices with no footprint left behind
- Improve customer satisfaction with faster time to resolution - regardless of where your customers are located
- 256-bit AES data encryption ensures remote sessions are safe from eavesdropping
- With outbound, web-friendly communication there's no need to change firewall settings
- Increase productivity while reducing IT travel and support costs

Flexible options for secure remote access and management for even the most complex enterprise environments

Connect

The core components let your IT staff securely access and view any target machine. Take control of a device, resolve problems, troubleshoot errors, run updates, and monitor performance.

Security Server

Manage permissions for hundreds to thousands of users. Comply with security regulations and implement policies. Security Server works with your existing infrastructure and integrates with Directory Services, RSA SecurID and smart cards.

WebConnect

For systems that are running Impero Remote Control, WebConnect provides ongoing, highly secure, borderless service for all your equipment and locations, without reconfiguring firewalls, proxies or routers.

OnDemand

Provides you with short-term access to systems that aren't already running Impero Remote Control. By downloading a small, self-executing program, end users can get web-based support from your IT staff securely, without configuring firewalls.

Mobile

Impero Mobile lets you run Impero Remote Control on a mobile device or support mobile devices from your IT service desk. Support myriad devices, including meter readers, scanners, and point-of-sale devices.

Embedded

Support and manage disparate task-specific systems, without transferring the screen data or interacting with the keyboard and mouse.

One Single, Secure Service Channel

Impero provides a single, secure channel for online personal service and world-class technical support. Our goal is to provide your company with a consolidated solution for comprehensive, multi-device, real-time communication to anyone, anywhere, anytime.

Our service channel consists of two products, Impero Connect and Impero Live Guide. You can explore the products by finding out more on our website. We can tailor a solution that readily scales with the needs of your organization and easily integrates with other services. Contact Impero, we are glad to help you.

Impero Connect OnDemand System Requirements

Installation of Impero Connect or Impero OnDemand

Platform versions (32-bit & 64-bit):

- Windows 8, 7 Starter, Home Premium, Professional, Ultimate and Enterprise
- Windows Server 2012, 2008 R2 Foundation, Standard, Enterprise and Datacenter
- Windows Server 2012, 2008 Web, Standard, Enterprise and Datacenter
- Windows Server 2008 Web, Standard, Enterprise and Datacenter

- Windows Server 2003 Web, TS, Standard, Enterprise and Datacenter
- Windows XP Home, Tablet PC and Professional
- Windows 2000 Professional, Server and Advanced Server
- Windows ME, 98

Memory:

- OS requirement plus additional 16 MB

Communications:

- Network adapter with TCP/IP allowing HTTP at port 80.
- Support for all proxy servers compliant with HTTP version 1.1 or later.

Impero Software acquired Netop in February 2021.
We're rebranding our software from Netop Remote Control to Impero Connect - new name, but same product, same team

Learn more today: www.Impero.com/remotesupport