WebConnect

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.

Impero WebConnect brings together the flexibility of Internet-based connectivity and the unrivalled security that you expect from a global provider of enterprise remote support solutions. WebConnect is a connection service for Impero applications that allows your service desk to reach any machine across the Internet – even on unmanaged networks. Your support staff can provide remote support to customers without reconfiguring firewalls and without compromising security.

Secure Connectivity - Anywhere

No other company has more experience building secure remote connections than Impero. With 256-bit AES for data confidentiality, 256-bit SHA HMAC for data integrity and up to 2048-bit Diffie-Hellman for authenticity, WebConnect offers the security you need with the flexibility of Internet-based support.

Lower Support Costs and Increased Efficiency

With WebConnect, your team can provide global support without incurring travel costs. WebConnect allows agents to quickly locate and connect with available machines – both inside and outside your corporate network. Overall connection times improve, accelerating your time to resolution.

Eliminate Need for VPNs

When you use WebConnect, you no longer need to configure and maintain VPNs in order to support users outside of your network or to provide external access by consultants. WebConnect includes granular permissions and access rights for greater security.

Improve Customer Satisfaction

A closed case means a happy customer. By making it possible for your agents to quickly initiate a help session with any customer you will increase first-call resolution efficiency. Your end users' uptime improves, customer satisfaction scores rise, and you are an IT hero.

Cloud-based or Self-hosted

WebConnect is available as a fully-hosted subscription service, giving you the ability to quickly deploy and begin using Impero solutions. Companies who prefer complete control can implement WebConnect locally – ideal for large support and managed service teams.

"WebConnect gives us secure connectivity so we can offer one consolidated remote support solution for all our users."

- HOSPITAL REGION NORDJYLLAND

BENEFITS

- Combine WebConnect with Impero Connect, Impero Mobile or Impero OnDemand to reach users inside and outside your network
- Outbound, web-friendly communication means no changes need to be made to firewalls
- Improve customer satisfaction with faster time to resolution – no matter where your customers are located
- Scalable self-hosted and Impero-hosted services with load-balancing capabilities
- Unrivalled security that complies with internal and external standards, including PCI, FIPS and HIPAA

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.

Impero 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 Webconnect System Requirements

Installation of Impero Connect or Impero OnDemand

Impero-hosted:

- Internet Explorer 8.0 or later, Mozilla Firefox, Safari, Chrome (current versions)
- 56k or better Internet connection (recommended)

Client-hosted:

- 2 Computers with Intel 32-bit Pentium processors or better (100% compatible)
- Windows Web Server 2008, Windows Server 2008 Standard, Enterprise and Data Center, or Windows Server 2003 Standard, Enterprise Web Edition and Datacenter

- 25MB disk space
- 56k or better Internet connection (recommended)
- Routing or port-forwarding IP address
- Microsoft SQL Server
- Internet Explorer 8.0 or later, Mozilla Firefox, Safari, Chrome (current versions)

Learn more today: www.Imperosoftware.com/impero-connect/