



# Impero

*“The service and support we’ve received from Netop have been top-notch.”*

- BRIAN JENSEN, VICE PRESIDENT OF  
TECHNICAL SERVICES, CKE

## Professional & Support Services

We understand that businesses depend on their vendors for experienced, personalized support. From implementation and training to health checks and updates, Impero provides exceptional support every step of the way. Whatever your needs may be, our flexible Professional Services packages offer the price and scale best suited for your organization.

### Professional Services: Training & Implementation

Maximize your return on investment by saving implementation time, reducing risk, and improving the efficiency of your team. Our expert consultants are at your disposal throughout the implementation cycle: planning, installation, optimization, and end user training. Our team works with you on-site and remotely to ensure smooth implementation and minimal impact on normal business operations.

#### Why Impero Connect Professional Services?

Increase staff expertise

- Reduce implementation time
- Ensure data security compliance
- Streamline support workflows
- Gain faster ROI
- Boost customer satisfaction

### Professional Services Packages

#### Standard

The ideal plan for organizations using one Impero Connect component, this package enables a faster return on investment.

#### Enterprise

Tailored to customers using several Impero Connect components, our Enterprise service package provides hands-on guidance for fast and painless implementation.

#### Upgrade

The service package for customers who are transitioning to an updated version of Impero Remote Control.

#### Health Check

A review of your Impero Connect deployment, overview of best practices and regulatory compliance advice for current Impero customers.

#### Training

In-depth product training programs for end users of Impero Connect.

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 develops and sells software solutions that enable swift, secure and seamless transfer of video, screens, sounds and data between two or more computers over the Internet.

For more info visit: <https://www.imperosoftware.com/impero-connect/benefits/personalized-remote-support-software/>