

# Remote Desktop

## Product Sheet

## Anything. Anywhere. Anytime.

Heimdal Remote Desktop is a unique approach to remote access & control, sporting a proprietary inter-device, data-transmission engine to circumvent Microsoft's RDP and bridge the non-Windows device communication gap.

### Unique, flexible, and accessible

Remote Desktop will enable you to offer remote support to your employees or customers without having to rely on proprietary remote access tools or purchase additional remote desktop licenses.

## Unlimited remote sessions

Heimdal RD supports two session types – attended and unattended. In an attended session, the supporter-initiated session can commence only on end-user approval. Accounts for most of the remote support sessions. Unattended sessions are pre-approved (i.e., user not interrogated on session initiation) and mostly employed to force-push GPs, modify server-side configurations, uninstall unstable software on the end-user-side, or other jobs that do not necessarily require the user's approval.

### With Heimdal® Remote Desktop you will be able to:

Connect with any endpoint, across Windows OS, and provide support from anywhere in the world via dashboard or agent.\*



### Full features tables:

- **Multi-platform support:** dashboard-to-agent, agent-to-agent, and dashboard-to-no-agent.
- **Multi-sessions.** A supporter can initiate two or more remote sessions from the dashboard or agent.
- **Transfer remote session.** A supporter can transfer the remote session to another supporter. The second supporter must be validated and appointed supporter in the same GP as the first supporter.\*
- **Invite additional supporters.** A session can support more than one supporter. Only a supporter can invite additional supporters.\*
- **Screen sharing.** In-session screen-sharing options include keyboard and mouse control and tweaking the streaming quality.
- **File and content sharing.** RD supports pre-approved and user-approved file transfers. An event log can be activated during or after the session to review all transfers.
- **Video Recording.** Enforce video recording for active sessions.
- **Audit log.** At session end, a backlog is made available.
- **Secure connection** with MFA and RSA 2048/4096-bit public/private key exchange to negotiate a final symmetrical AES 256-bit end-to-end encryption.

### Remote Desktop will empower you to:

- ✓ Fast-track software installation on any device, regardless of network status, availability, or time zone.
- ✓ Host multi-supporter sessions. Invite another supporter to the same session to solve the issue faster.\*
- ✓ Unlock unlimited remote sessions without additional licensing.
- ✓ Powerful collaboration and content-sharing features. Remote Desktop by Heimdal allows for screen-sharing, clipboard-sharing, content-sharing, ultra-high-quality streaming, and more.
- ✓ Web and application-based. Remote sessions can be initiated from the web-hosted Heimdal Unified Dashboard or from the dedicated application.

**Heimdal's Remote Desktop is an integrative approach to remote support and access technologies. Over the web or from the agent, the solution can be utilized to resolve various IT support needs. Privileged Access Management (PAM) integrations enable the supporter to assume full control over the session, without having to circumvent company-enforced policies.**

\* Features available in later versions.

# Scalable. Multifunctional. Secure

	HEIMDAL Remote Desktop	Market leader
Remotely connect to devices	✓	✓
Attended	✓	✓
Unattended	✓	✓
Agent-to-Agent	✓	✓
Control per device access via ACL	✓	✗
Dashboard-to-Any device	✓	✗
2FA / 3FA security on access	✓	✗
Session recording	✓	✓
Session transfer	✓	✗
Screen, Clipboard, File sharing	✓	✓
Full Audit trail of connections	✓	✓
Unlimited supporters (Per device licensing)	✓	✗
Windows	*   **	*   **
Windows Server	*   **	*   **

\* Attended connections

\*\* Unattended connections

## About Heimdal®



HEIMDALSECURITY.COM



Founded in 2014 in Copenhagen, Denmark, Heimdal® is a leading European provider of cloud-based cybersecurity solutions.

The company offers a multi-layered security suite that combines threat prevention, patch and asset management, endpoint rights management, and antivirus and e-mail security which together secure customers against cyberattacks and keep critical information and intellectual property safe.

Heimdal has been recognized as a thought leader in the

industry and has won multiple awards both for its solutions and for its educational content.

Currently, Heimdal's cybersecurity solutions are deployed in more than 50 countries and supported regionally from offices in 15+ countries, by 175+ highly qualified specialists. Heimdal is ISAE 3000 certified and secures more than 3 million endpoints for over 11,000 companies.

The company supports its partners without concessions on the basis of predictability and scalability, creating sustainable ecosystems and strategic partnerships.