RemoteCall, Increase your Company's value

The industry's first One-Click Remote Support Service.

RemoteCall's market share:

- **No.1 in Korea**
- **No.1 in Japan**
- **No.1 in Asia**

l **Global Business Team**
l **Global Marketing Division**

RSUPPORT

Remote Computer Support

Remote Mobile Support

Remote On-Site Support

RemoteCall is a global remote support solution that grants agents access to control any clients computer, or mobile / wireless device from around the world.
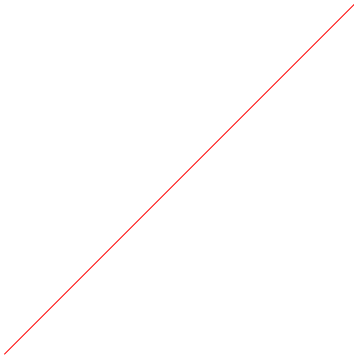
RemoteCall, Increase Your Corporate Value

overview

Customer support agents can quickly and seamlessly resolve virtually any issue a client may have with just a click of a button.

Admins and operators can perform professional troubleshooting or maintenance on almost any device from anywhere in the world.

RemoteCall supports Android and iOS as well as Windows, Linux, and MacOS.

Backed by Amazon Cloud Services, 13 servers run in 12 countries providing seamless global service and connectivity.

Limitations of Traditional Call Centers & Customer Support

Phones are still the most preferred channel for troubleshooting.

79% of customers prefer to call service centers.

Phone
79%

Email
13%

Messenger
4.5%

Other
3.5%
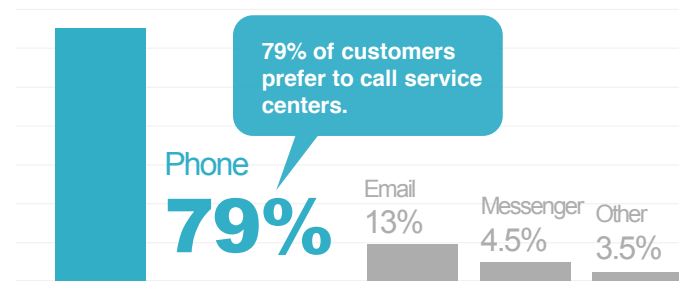
Based on OVUM's 2016 report on customer intelligence.

About 65% of a call is spent Identifying & Analyzing an issue, Only 35% is Finding the solution and Fixing the issue.

65%   *35%*

Total consultation time | Problem Identification & Analysis | Problem Solving
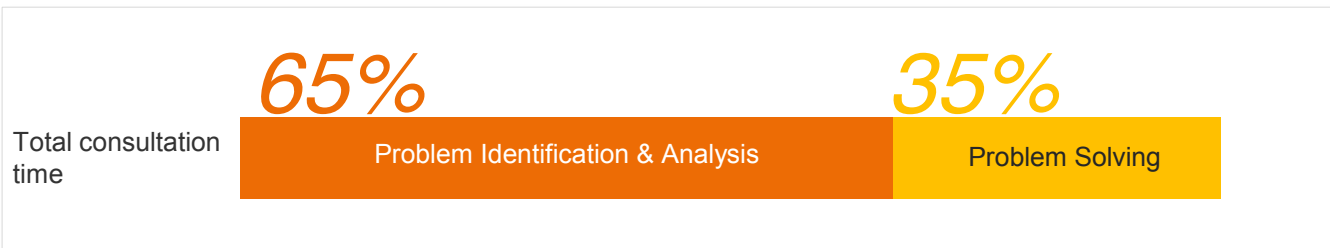
[Source: RSUPPORT customer service center 2016]

Overcome Limitations With Remote Support

Remote support lets you solve problems quicker, easier, & more efficiently!

| Without remote support | Problem identification & analysis (A) | Problem Solving (B) |

With remote support: A | B | **76%**

Average consultation time is reduced by 76%

Remote support increases customer satisfaction, and reduces corporate costs.

Satisfaction
94%

Company N's customer satisfaction survey using RemoteCall

100%
Costs
80% reduced
20%

before   after introducing RemoteCall
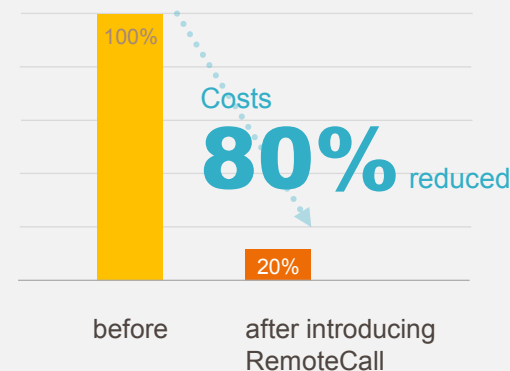
Powerful

[RemoteCall Beats the Competition]

RemoteCall supports every situations from computer to mobile.

Remote Computer
Access & Control

Remote Mobile
Access & Control

Live Video Assistance
for onsite troubleshooting!

Computer, Mobile, Onsite, Everything!

Universal

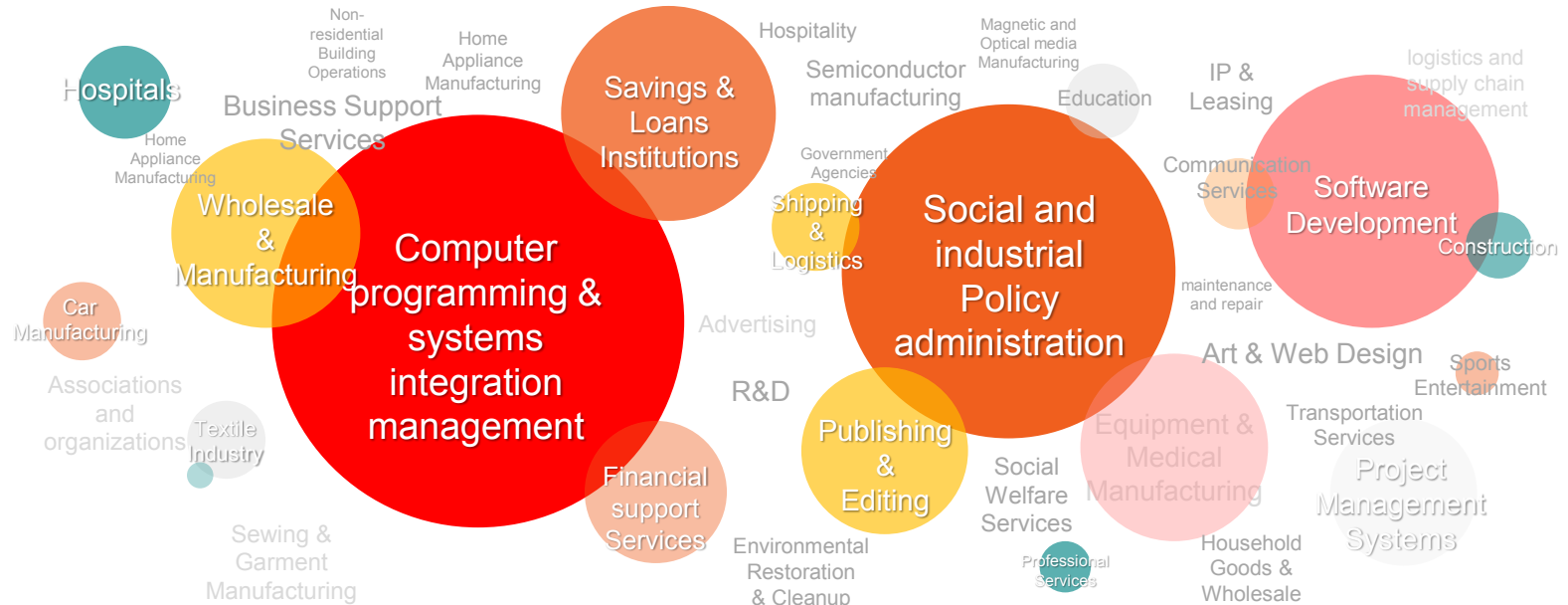## [RemoteCall, remote assistance has never been this universal]

Supports all types of products & devices.
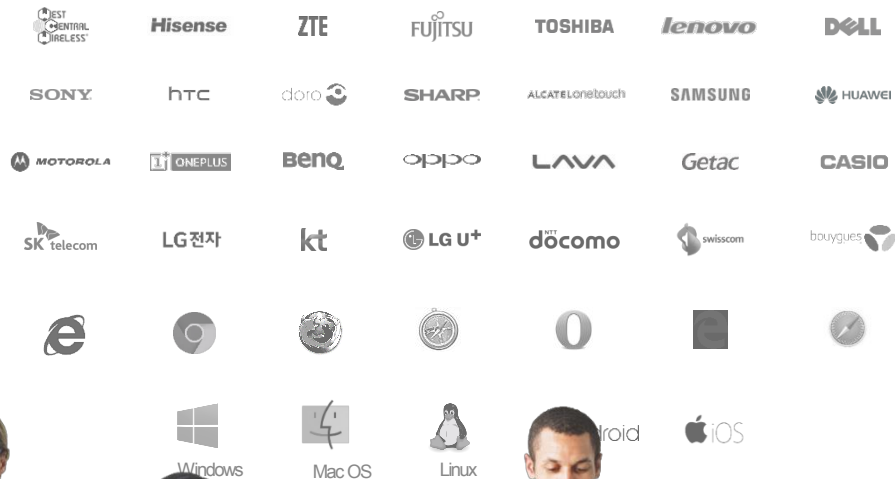
Supports all Windows & Mac OS, and both Android & iOS devices.

Remote Assistance is vital for any company wanting to gain a competitive edge

RemoteCall, take your business on the fast track into the future.

More than 10,000 companies in 155 industries rely on RemoteCall!

Global demand for remote support services are growing.

Worldwide Clientless Remote Support Software Spending 2014–2019 ($M)

Year	Spending
2019	1216.6
2018	1067.2
2017	911.8
2016	769.4
2015	647.9
2014	544.7

Annual growth rate: 20.1% (Average)
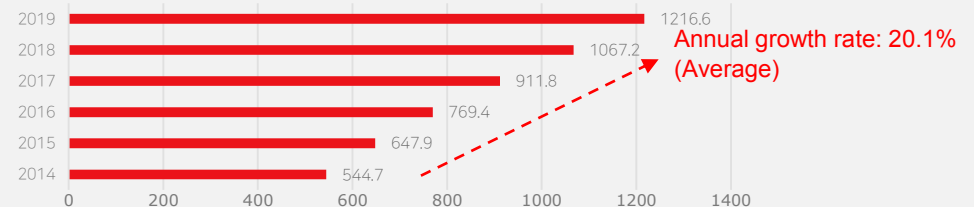
Source: IDC, Worldwide Clientless Remote Support Software 2015–2019 Forecast (Jan.,2015)
IDC, Worldwide Clientless Remote Support Software 2013 Vendor Shares TOP 6 (2014)

RemoteCall, the recognized remote support standard since 2001

From fortune 500 companies to emerging businesses in technology, finance, telecom, public service, and more, RemoteCall supports them all.
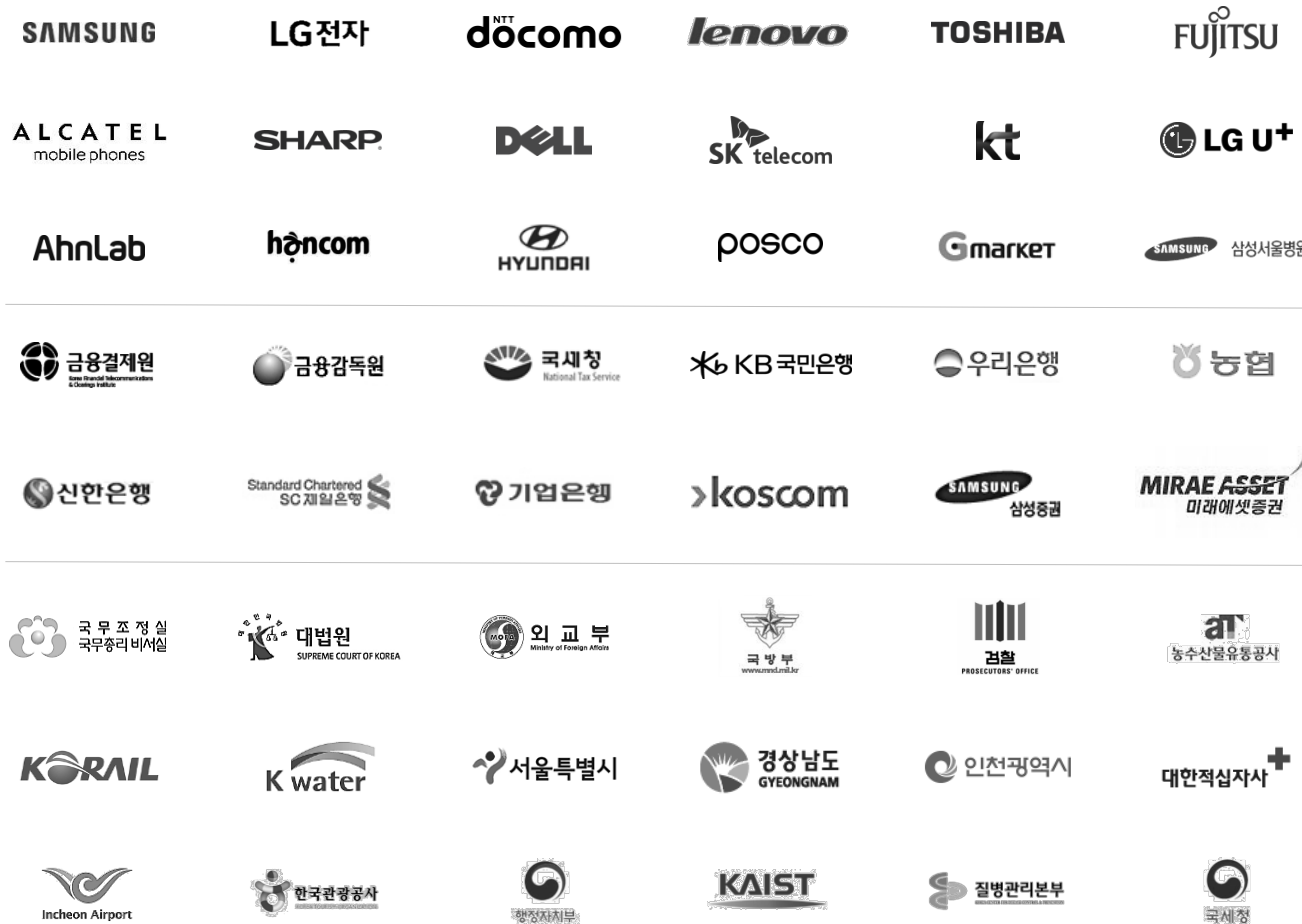
Customers Safety & Satisfaction is RemoteCall's Top Priority!

Customers have total control over their devices and information at all times during a remote support session!
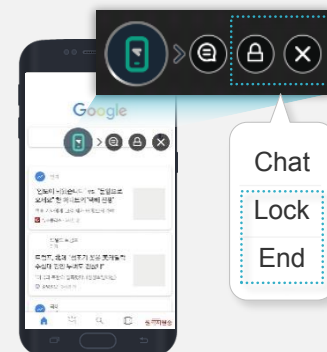
Computer Screen Sharing

Customers can start, stop, or pause their computer screen from being shared with a support agent at anytime during a session.

화면 전송 중지

중지 해제

Computer Program Sharing

Customers can greenlight or block programs agents have access to at the beginning of a session.

Programs containing personal information like contacts or pictures can be blocked.

Mobile Quick Menu

During mobile support, customers can easily lock their screen or terminate a session at any time.

Screen locking prevents unwanted information from being shared.

Chat
Lock
End
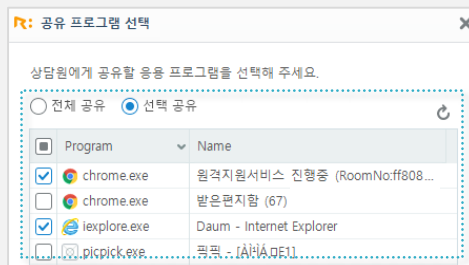
Computer Controls

Customers can limit agent access to keyboard or mouse controls.

Customers can reclaim, override, or terminate an agents remote access at any time during a session.

Administrator Safety & Security
Why RemoteCall's #1!

Business administrators can restrict agent access & privileges during remote support sessions.

IP & Geo Location Restrictions

Administrators can group, limit, or block agent permissions based on registered IPs, IP groups, or MAC addresses. Each group can be given different permission levels.

	Office 2nd fl (192.168.100.100)	Office 5th fl (192.168.100.200)	Home (10.10.10.100)
Basic Access	Available	Available	Available
2nd floor office	Available	Unavailable	Unavailable

IP address restriction function

Security management options for user passwords

Admins can create security parameters and requirements for agent passwords.

Prevent password leaks and unauthorized access by setting password configuration criteria, change cycles, and whether or not an account gets locked out if a login fails.

비밀번호 기간 설정	☑ 비밀번호 사용 기간 설정	30일 / 60일 / 90일
로그인 실패(비밀번호 오류) 시 계정 잠금 설정	● 사용 ○ 미사용	

비밀번호 입력 5회 실패 시 로그인을 제한 합니다.
관리자는 사용자 상세정보에서 '비밀번호 초기화' 또는 '비밀번호 변경'를 통해 잠긴 사용자의 계정을 해제 가능합니다.

☑ 로그인 잠금 시간 설정 5 분 (1~60 사이의 숫자 입력)
비밀번호 입력 5회 실패 시 설정한 시간 동안 로그인을 제한합니다.
설정한 시간 이 후 다시 로그인 시도할 수 있습니다.

Software Stability, why big or small, RemoteCall is everyone's 1st choice!

Providing the best possible measures to enable remote connections in any network environment.

ScreenShot Mode

- ScreenShot Mode allows agents to remain connected to a customer even during times of poor network connectivity or low bandwidth.
- During ScreenShot Mode an agent will receive a screen shot of a customers computer screen every 5 seconds instead of seeing live streaming video.
-

Best effort for 100% connection

Successful connection to relay server

Normal Connection: 99% ScreenShot mode for the other 1%.

Customer

ScreenShot Mode
Sent every 5 seconds

Client
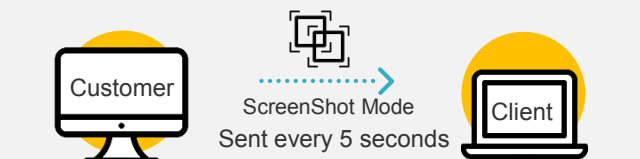
Automatic network switching for remote connections
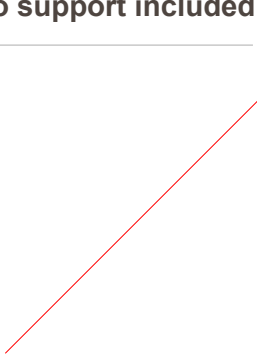
If a network temporarily disconnects, gets interrupted or switches between mobile Wi-Fi/LTE RemoteCall will remain connected without having to reboot or restart a session.

R: RemoteCall

01월31일04시18분에 연결이 끊어진 821012345678
고객과 재연결 중 입니다.
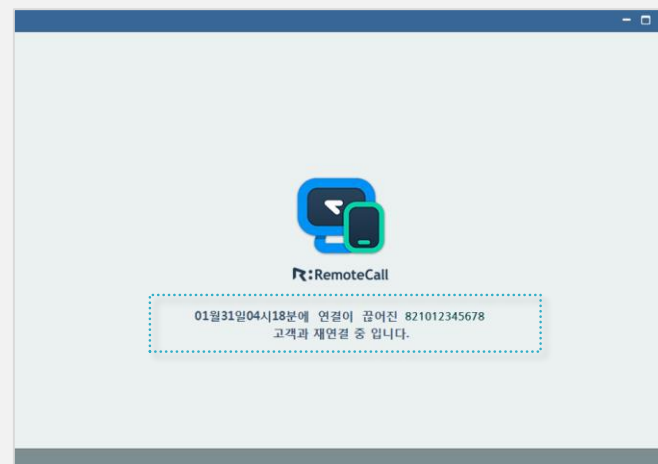
RemoteCall, Increase your company's value

specifications

- **Product overview**
  - Connection method/ support agent's viewer: Mobile support & video support included

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- **Special safety features**

- **Security management systems**

- **Stable infrastructure**

- **Configuration options for quick remote support**

- **Functional management options based on rich know-how**

- **10 Key features of RemoteCall**

- **Case Studies**

Connection method – for remote computer support

RemoteCall is a remote support solution that shares a computer's screen remotely to diagnose any problem quickly, offering real time support and assistance.

Click 'Start' after [agent] login

Receive and share the 6 digit access code with the customer

Enter the access code the support agent shares on the secure remote support web page

Begin live remote support with RemoteCall

Receive remote support through screen sharing
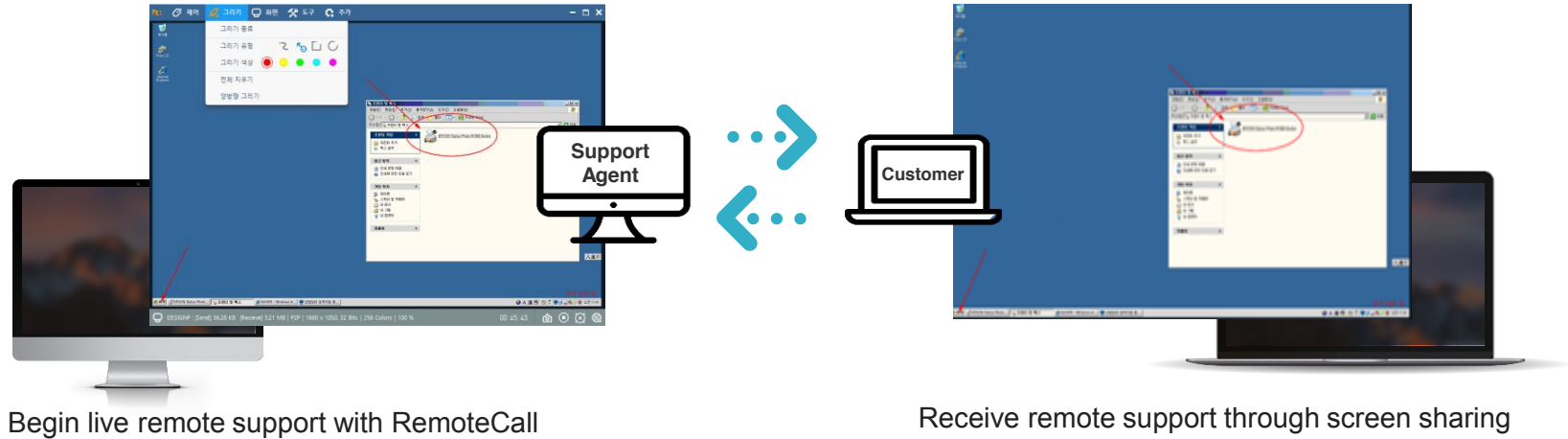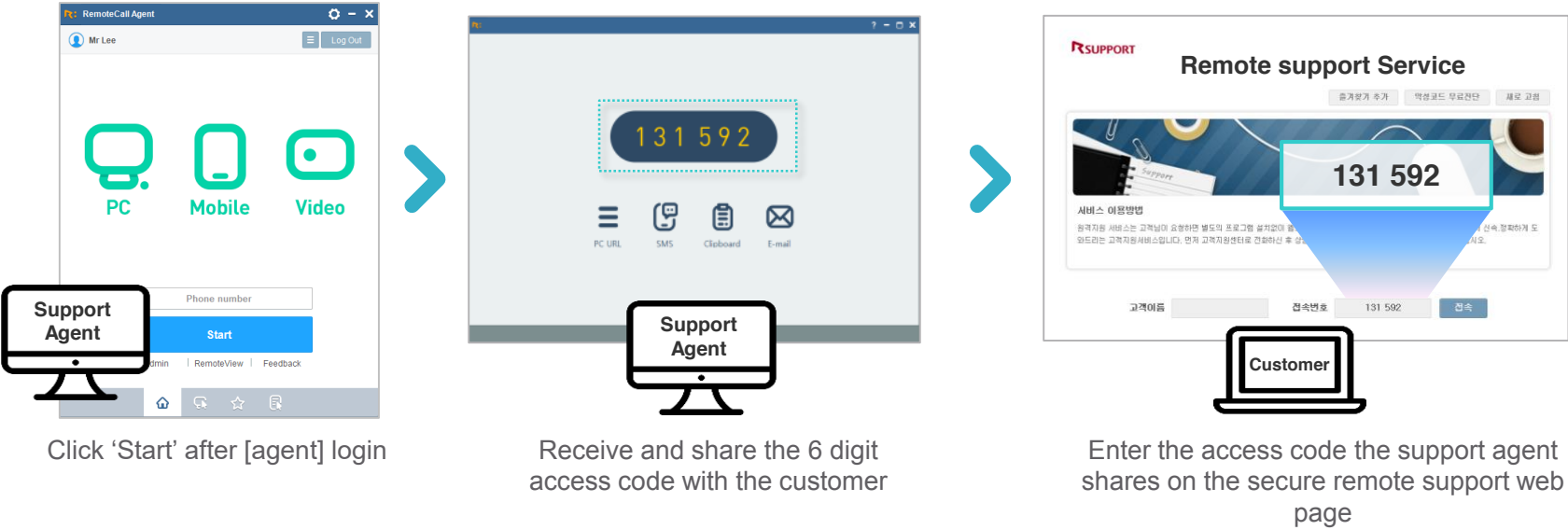
Support Agents' Viewer – for remote computer support

RemoteCall is a remote support solution that shares a computer's screen for quick diagnosis and real time problem resolution.

| Settings... |
| Always on top |
| Support report |
| Open "Received Files" folder |
| Received Files |
| Session Sharing |
| Session Transfer |
| Lock Viewer |
| Reboot and Reconnect |
| Reboot and Reconnect in Safe Mode |
| Run as a service |
| End |

| Controls |
| Laser Pointer |
| Cursor shape |
| Send `Ctrl + Alt + Del` |

| Start Draw |
| Draw style |
| Draw color |
| Erase All Drawings |
| Interactive Draw |

| Multi Monitor |
| Screen Navigator |
| Zoom |
| ✔ Fit to screen |
| Actual Size |
| Full Screen |

| Screen Capture |
| Send URL |
| Send File |
| Receive File |
| Clipboard Sharing |
| Screen sharing |
| Text Chat |
| Voice chat |
| Sound sharing |
| Record |

| Favorites |
| Diagnostics |
| Process Info |
| Support USB Connection |
| Win 8/8.1 Shortcut Keys |

Control   Draw   Display   Tools   Add   10.0.2.15

Connection method – for remote mobile support

RemoteCall+Mobile Pack is a remote support solution that shares a remote mobile devices (ex. smartphone) screen to diagnose problems quickly, offering real time support and assistance.

Click 'Start' after RemoteCall [agent] login

Receive and share the 6 digit access code with the customer

Enter the access code given by the support agent on the remote support app

Begin remote support using the various RemoteCall+MobilePack features

Receiving remote support by sharing your mobile devices' screen
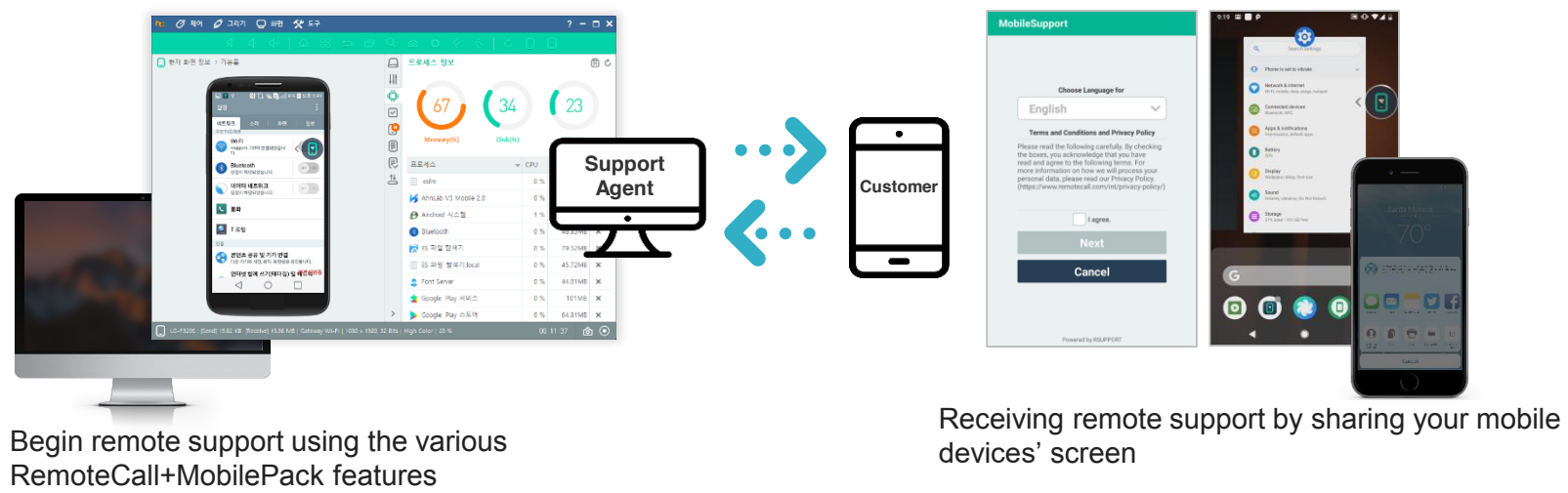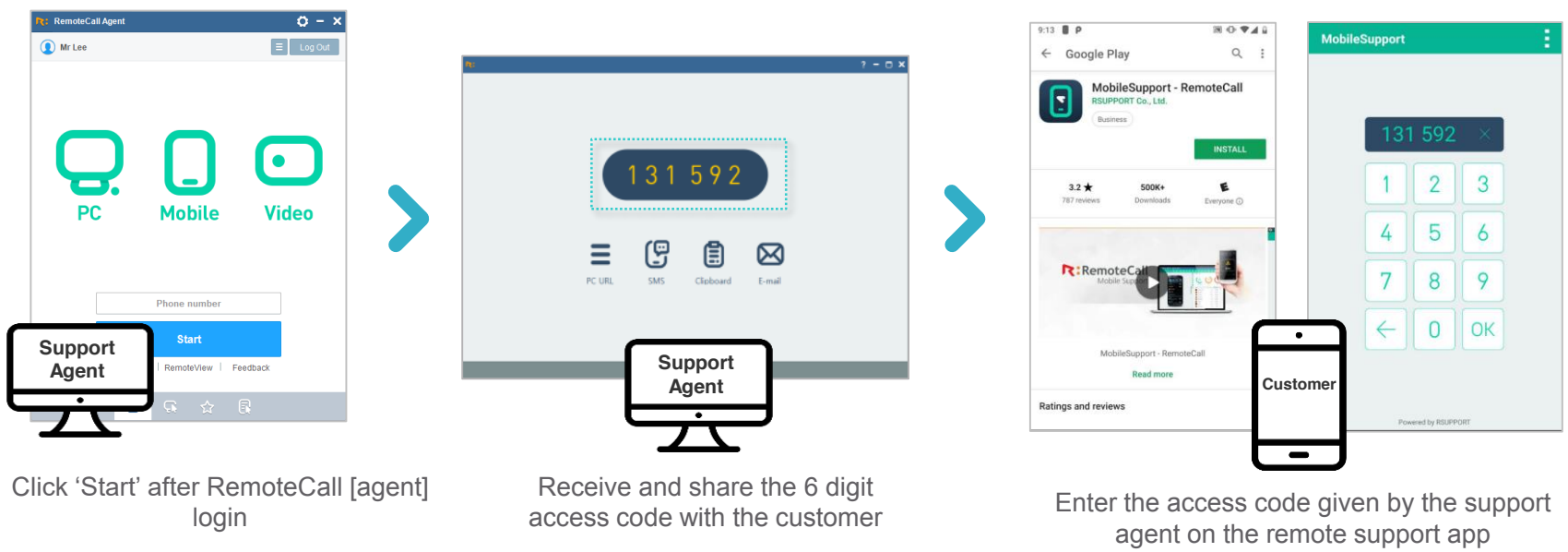
Support Agent's Viewer – for remote mobile support

[Main menu]

control	draw	screen	tools

[Mobile device control menu]

Speaker On/Off	Volume UP	Volume DOWN	Home	Menu	Backward	Search	Camera	Setting	Rotate screen	Auto rotation	Screen text On/Off	Screen lock

Main menu

Mobile device control menu

| ? — □ X |

Control   Draw   Display   Tools

Current screen information > MobileSupport

Pixel XL : [Send] 1.90 KB [Receive] 13.64 MB | Gateway Wi-Fi | 1440 x 2560 | 256 Colors | 51 %   00 : 03 : 14

| Preloaded app | Downloaded app |

Program	Version	Status	D...
AR Stickers	1.3.1807200...	OFF	×
ARCore	1.5.1809101...	OFF	×
Actions Services	1.1.2163579...	OFF	×
Android Accessibility S...	7.1.0.20984...	OFF	×
Android Easter Egg	1.0	OFF	×
Android Services Library	1	OFF	×
Android Shared Library	1	OFF	×
Android System	9	OFF	×
Android System WebV...	66.0.3359.158	OFF	×
AppDirectedSMSService	1.0	OFF	×
Asdiv	9	OFF	×
Basic Daydreams	9	OFF	×
Better Together	1.0.1977718...	OFF	×
Blocked Numbers Stor...	9	OFF	×
Bluetooth	9	OFF	×
Bluetooth MIDI Service	9	OFF	×

Support Agent's Viewer – for remote mobile support

Support Agent's Viewer – for visual support

RemoteCall+Visual Pack is a video support solution that lets you quickly diagnose problems in real-time by sharing a live video feed of any devices' camera.
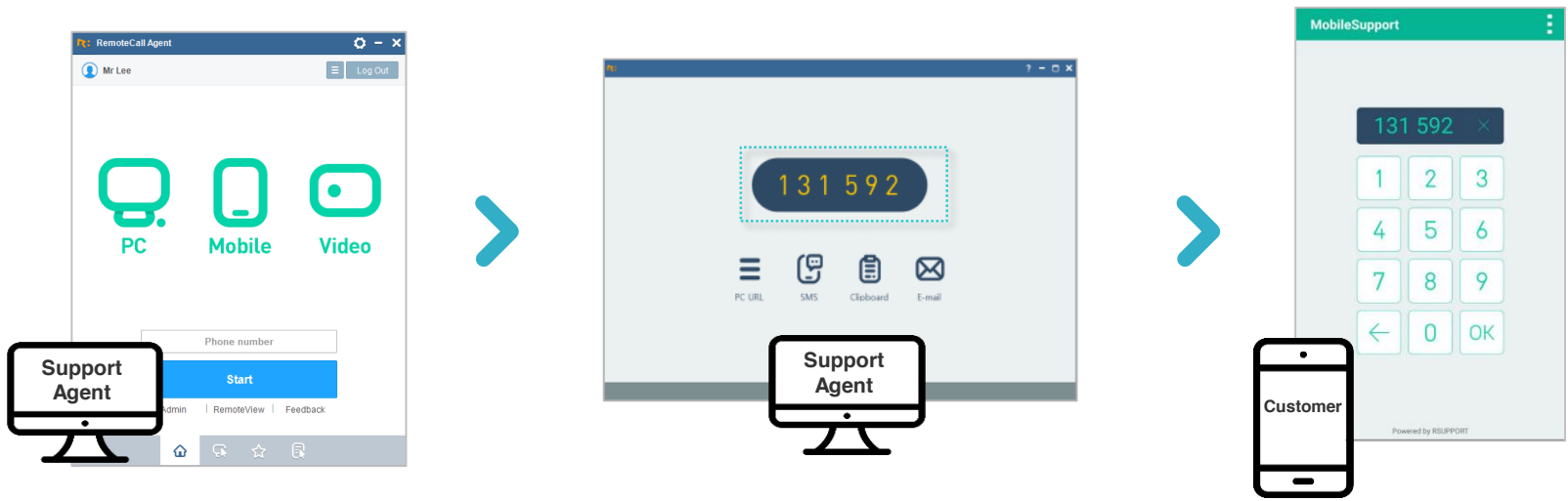
Click 'Start' after RemoteCall [agent] login

Receive and share the 6 digit access code with the customer

Enter the access code that the support agent provided on the video support app
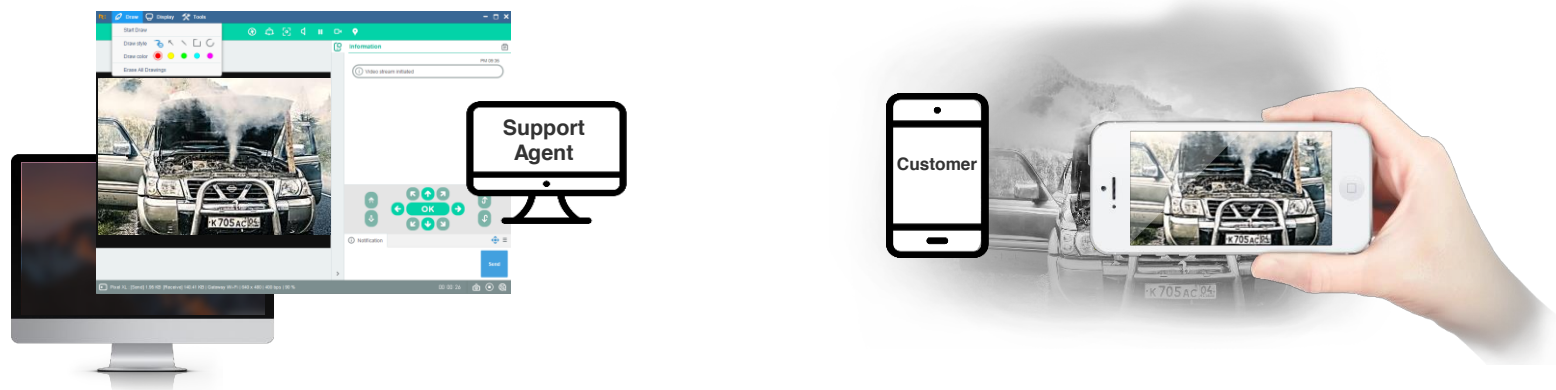
Begin remote support using the various RemoteCall+VsualPack features

Receive remote support by sharing your mobile devices' camera feed and screen.

Support Agent's Viewer – for visual support

[video support main menu]

Flash ON	Flash OFF	Back Camera	Front Camera	Manual Focus	Speaker On	Speaker Off	Play Video	Pause Video	Take Picture	Video Mode	Device Location

Click the [Main Menu] icon to perform the function immediately

Voice Chat Settings
Lock Viewer, Exit

Drawing, Text
Color, Clear All

User Controls, Screen Fit
Rotate Screen, Image Settings

Device Location
Open Google Maps

Information

Video stream initiated

Location information request

PM 09:37

Latitude -34.5667038
Longitude -59.1172921
View on Map

Direction keys

Notification

Send

Microphone/Speaker

Volume control

Pixel XL : [Send] 2.32 KB [Receive] 322.10 KB | Gateway Wi-Fi | 640 x 480 | 400 bps | 90 %   00 : 02 : 42

Special features

Screen blind [customer controlled]

Customers can blind sections of their screen from support agents for security purpose (social numbers, account information, sensitive data, etc.).

During remote support, customers can easily block certain sections of their shared screen from being viewed.

Support Agent's Computer

Customer's Computer
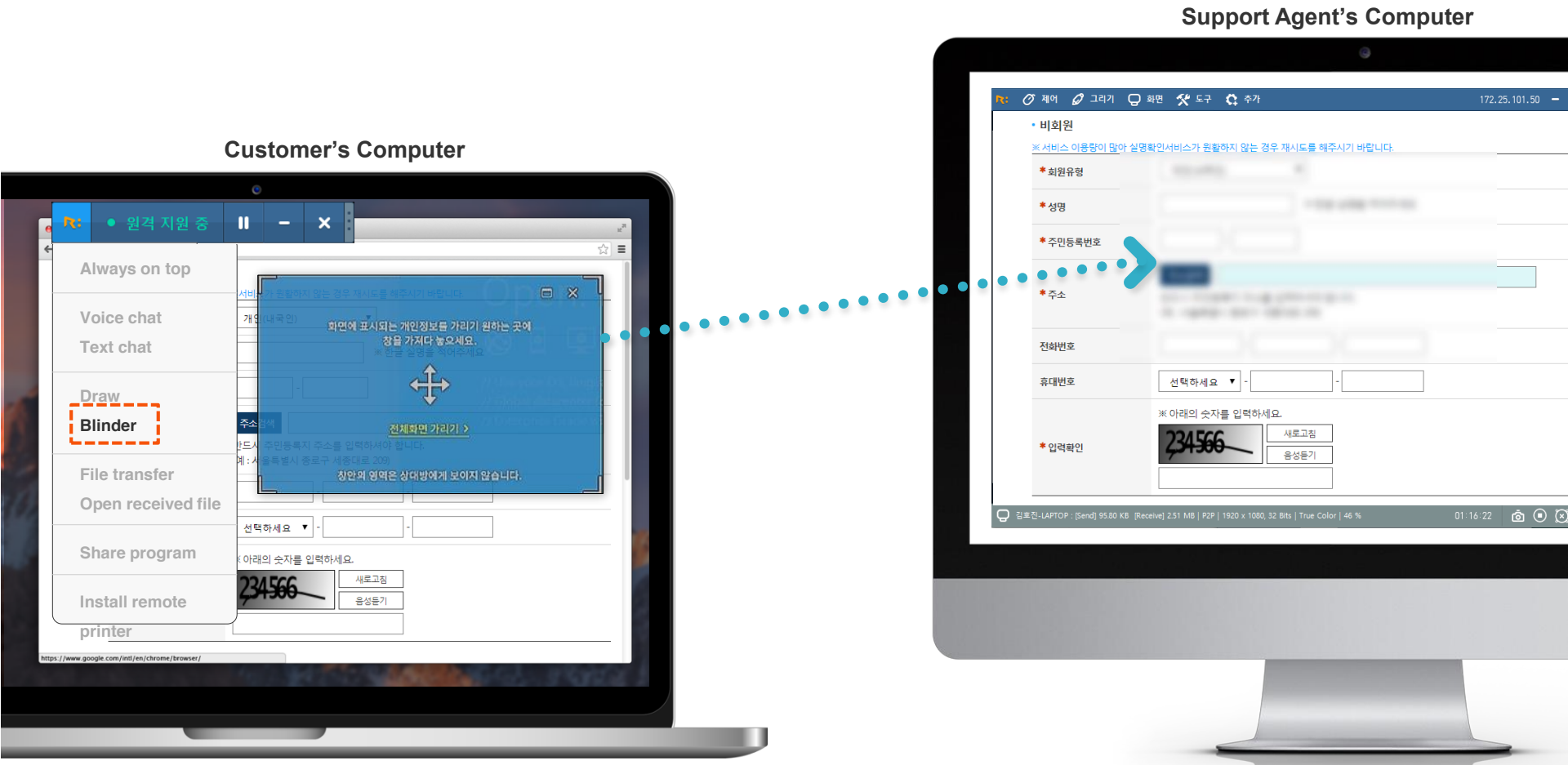
Special Features

Customer information protection: Remote support agreement / approval

To begin remote support, customers must first agree to the remote access conditions.

Remote Support agreement

Agent will control your mouse / keyboard. Do you allow?

☑ Accept mouse / keyboard control

Remote Support Recording Information

Remote support process recording will be saved on the agent side.

[Yes] [No]

Customer consent is required to start any support session.

Customer consent is required to start mobile device support

Customer consent is required to start video support

Special features

Customer information protection: customer consent required for special access.

Support agents cannot override Customer Consent Protocols, all customers must agree to granting device access before a remote support session can begin.

During a live session certain actions may also require a support agent to be granted access permissions by customers before they can continue.

Mobile

Custom message available.

예 | 아니오

원격지원중

Custom message available.

예 | 아니오

원격지원중

Send or receive files, install or delete files

Custom message available.

예 | 아니오

◁ ○ □

원격지원중

Lock and allow application S/W

Custom message available.

수락 | 거절
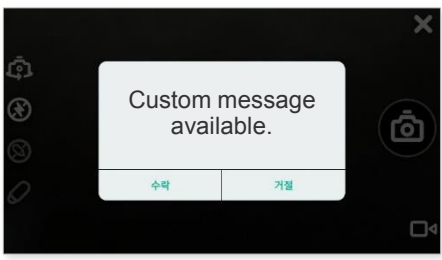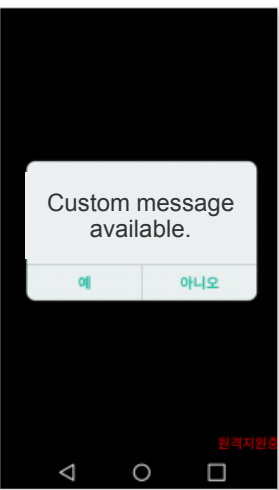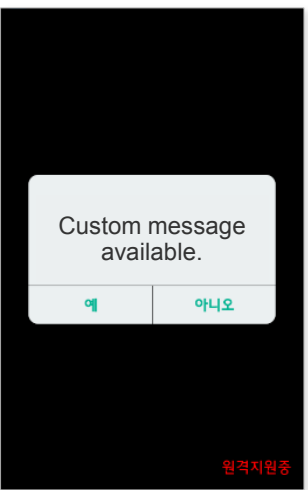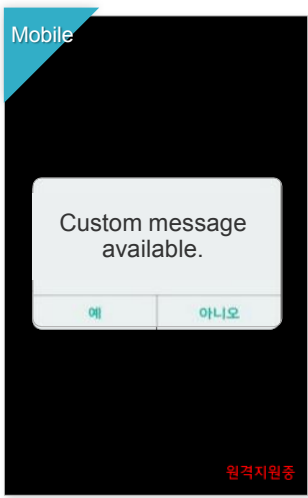
Permission to use a customers location information

PC RemoteCall Client

Custom message available.

예 | 아니오
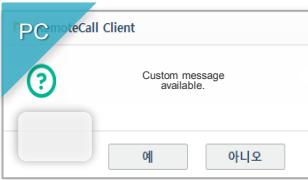
Remote screen recording or capture

Rc RemoteCall — ✕

Custom message available.

예 | 아니오
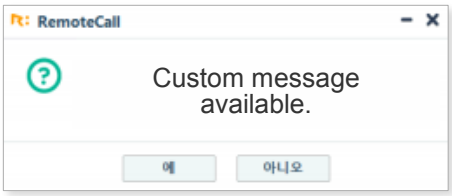
Session forwarding agreement

Safety

Special features

Customer information protection: Support Agent Viewer Lock

An agent's login password is required to unlock an Agents Viewer preventing unwanted third party access.

Customers can automatically or manually lock out a support agent preventing access to, or the sharing of their screen information.
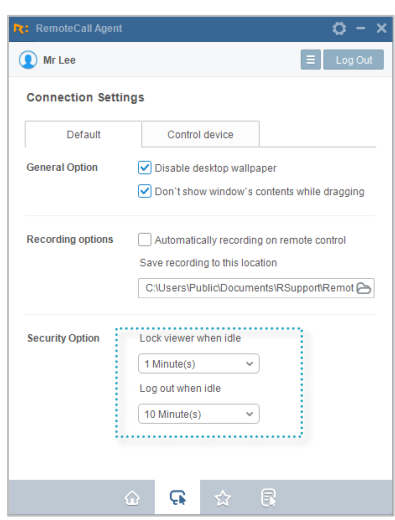
Viewer Auto-Lock
for idle time
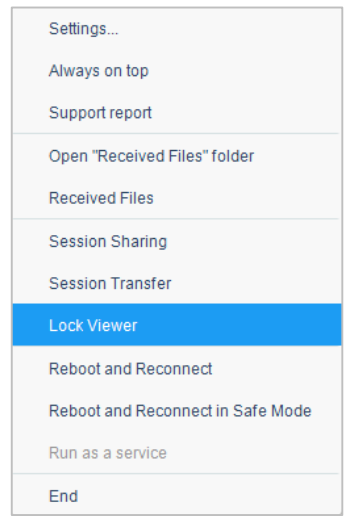
Lock Viewer
mode for
emergencies
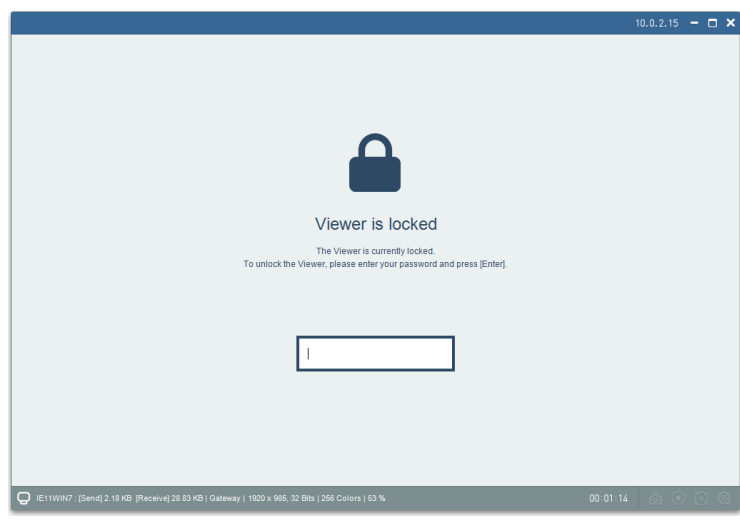
Support agent viewer lock
status

Management system

Security management: Secure access code authentication

- A unique, secure, one-time, 6 digit access code is generated for every remote support session. Access codes are used only once, and block random unwanted third party access to a session.

New access codes are generated randomly for each remote support session, similar to the 6-digit number of a OTP generator used for financial transactions.

RemoteCall

▼ one time password

182 784

PC URL   SMS   Clipboard   E-mail

http://113366.com/4430
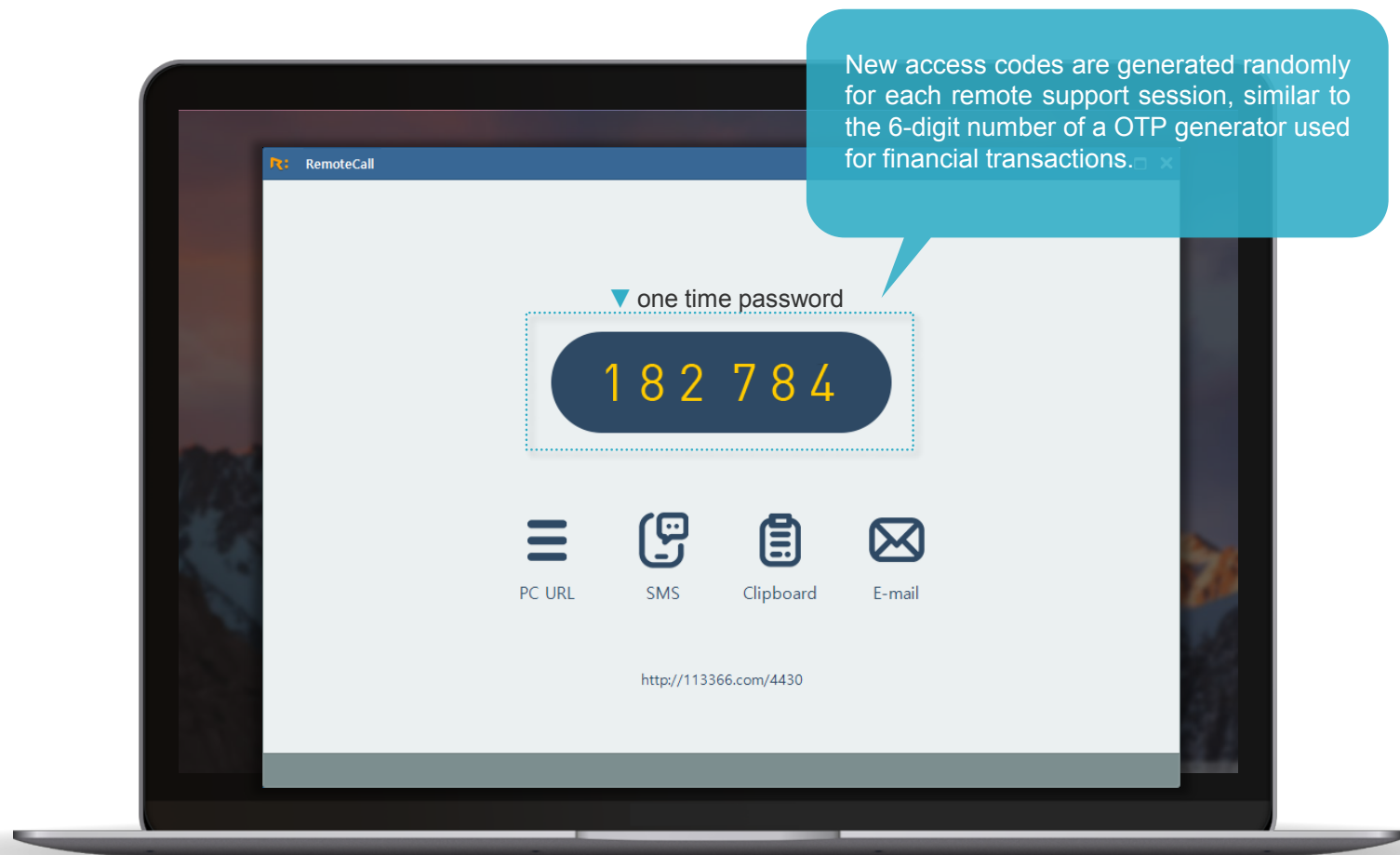
Management system

Security management: Data encryption and network security

Primary encryption for remote access authentication information
End-to-End data 256-bit Advanced Encryption Standard(AES) compression for all sessions.

Secondary encryption when connecting to a remote support session
2048-bit Secure Sockets Layer (SSL) encrypted for Remote Assistance sessions. By using SSL web server encryption transferred data can not be intercepted or decrypted.

Compliance with RSUPPORT's own Security Guidelines
All remote software update system security guides of RSUPPORT are all updated based on electronic signature based information.

Secure Coding Guide Compliance
Developed and reviewed in compliance with a certified development security guide, RSUPPORT has established counter measures to fight against cyber security threats and data theft.

Infrastructure

Stable and flexible server configuration

Reliability is assured through server redundancy, and flexibility for cloud systems.

Example : Regional server configuration diagram in Japan

JP	JP	KR
Sakura IDC	Amazon Tokyo	KT uCloud
Gate way Server Session Server	Update Server	Gate way Server Session Server (Standby)

Web server / DB server / Relay Server / Session Server
Configured for each country, redundant to use other countries servers in case of failure.

Update server
Service updates are provided using Global CDN (AWS, CD Networks) and local servers.

Global Public Cloud
Flexible server operation with Global Public Cloud (AWS, MS Azure, KT uCloud).

Stability

Infrastructure

Global remote support infrastructure

The automatic connection method for close-range servers used by RemoteCall's remote support service to ensure optimal connection stability and speed.

- RSUPPORT services through relay servers in 15 regions around the world, and operates with nearest-server algorithm for optimal connection.

- Supports seven universal languages and optimized for maximum of global support.

America

Europe

Asia
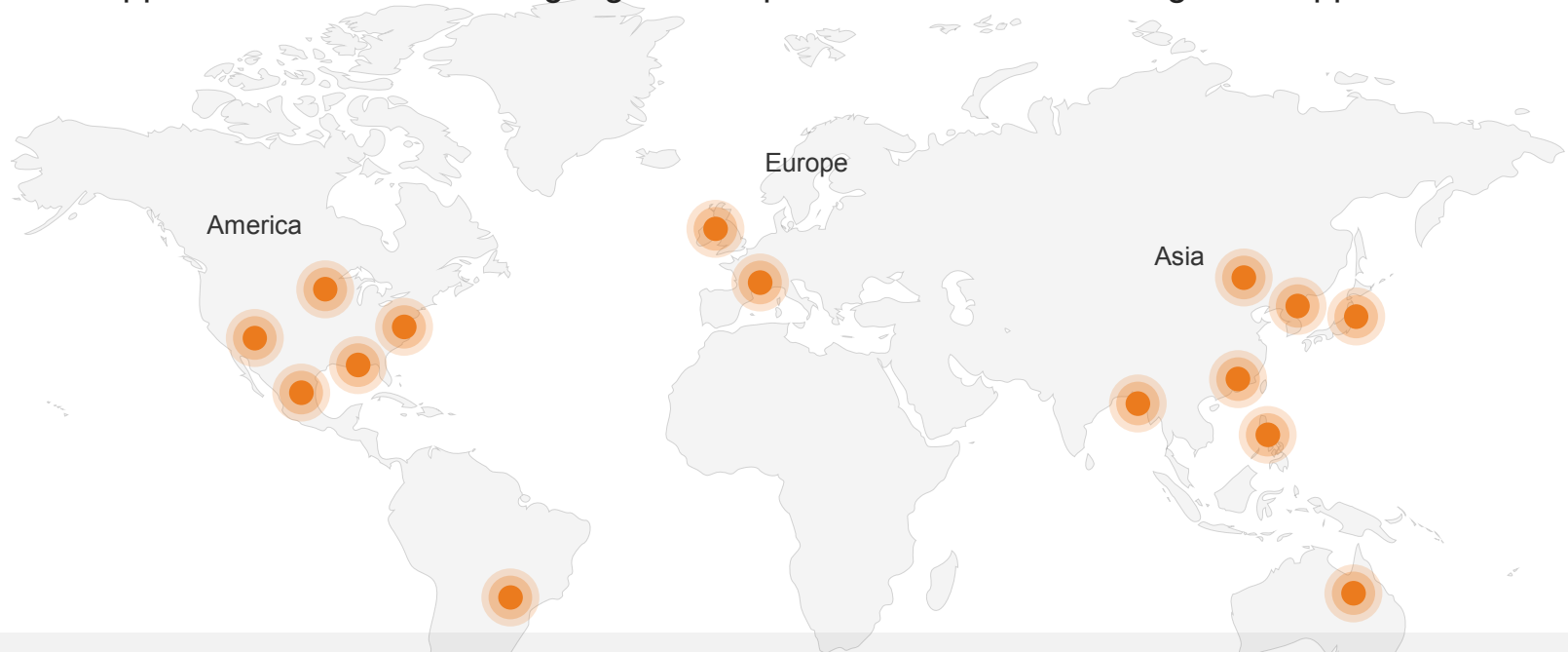
Language support
Korean, English, Japanese, Chinese, French, Spanish and Portuguese

Relay server building area
Korea, Japan, Europe(Netherlands and Ireland), Australia, Brazil, United States(Wester and Central) and Singapore

10 Key features of RemoteCall

1. Screen sharing / control

Share the screen of a remote computer or mobile device to have complete mice/keyboard control.

◀ Customer Control Request

2. Mouse functions & features

Draw on the screen or use the laser pointer.

Highlight or point out important details on a screen with laser pointer and mouse tools.
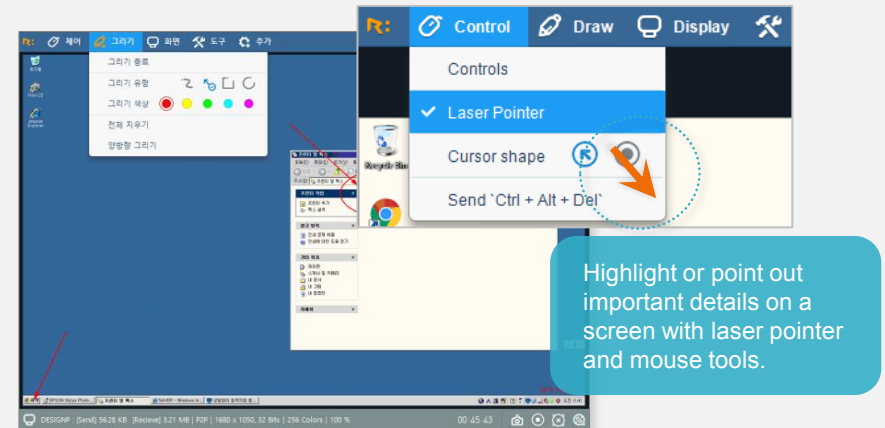
3. Chat

Communicate with two-way chat.

Support Agent
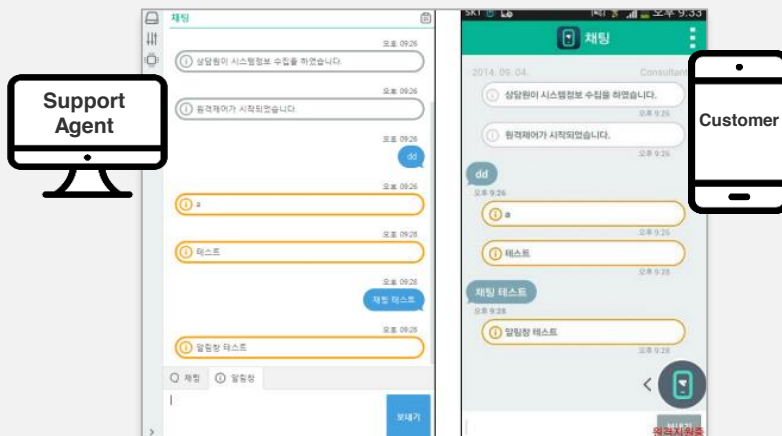
Customer

4. Send and receive files

Send or receive important files during a session.

10 Key features of RemoteCall
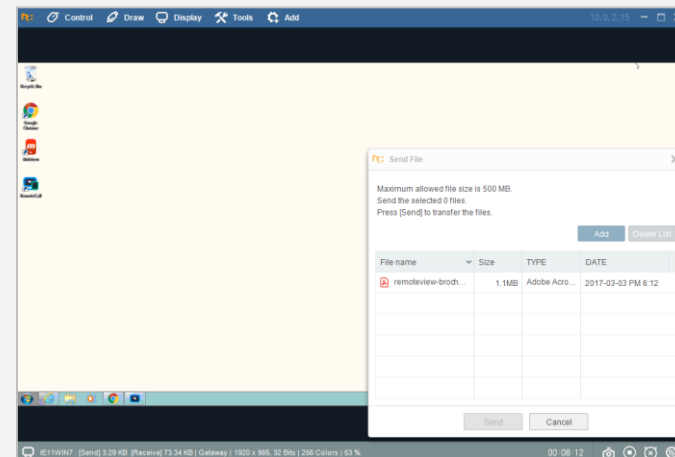
5. Session forwarding/sharing

You can forward or share support sessions with other agents for a better customer experience.
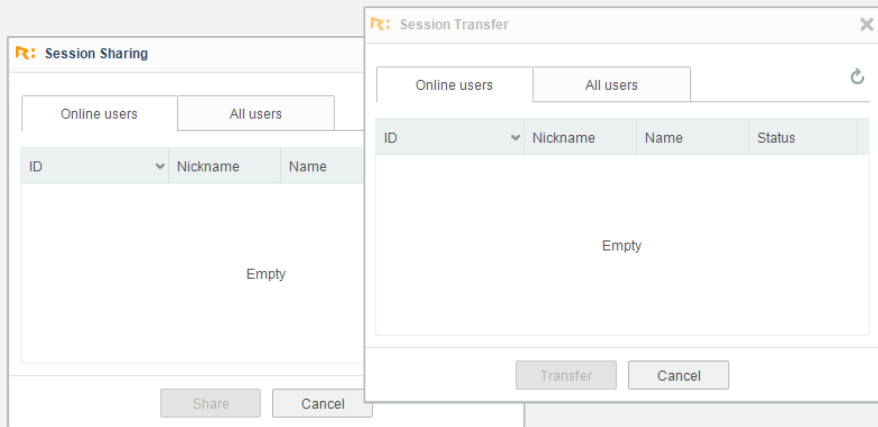
6. Save / Record the shared screen

If necessary, you can save or record a customer's screen.
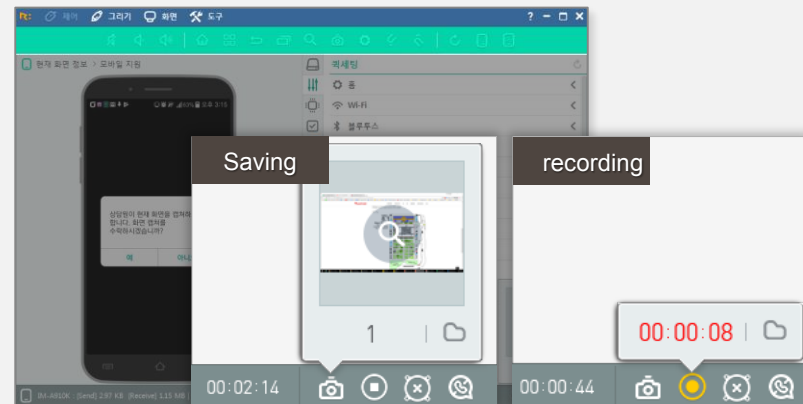
Screen saving and recording status is displayed in the lower right of the viewer

7. Share Support Agent's Screen

Share a support agent's screen so a customer can view,
draw or access their screen.
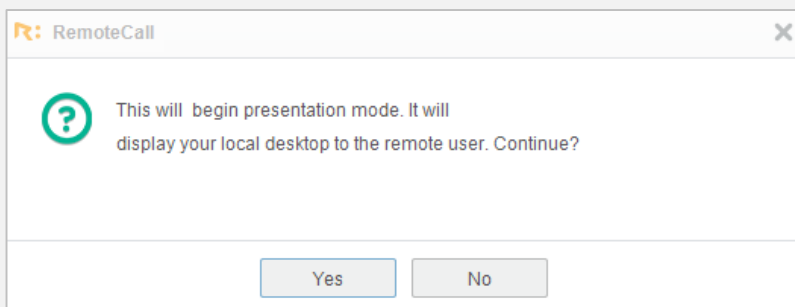
8. Remote reboot connection

Automatically reconnect after rebooting a device during a session.
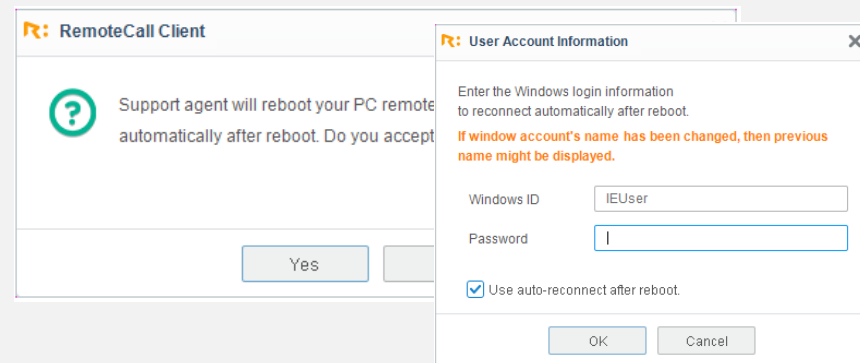
If a device is password-protected, the customer will need to back in login to reconnect

10 Key features of RemoteCall

9. Check system information

Run device diagnostics and processes remotely.

Manage mobile app installs and processes, select & collect log entries.

10. Support statistics (user admin)

View & manage agents support history statistics.

Major Mobile Network Operators

docomo : **Japan / Telecom company**

1) Market Challenges:
DOCOMO's decision to incorporate remote support was to driving sales & improve customer support.

- Generate new revenue sources (Paid menu)
- Reduce device repair cost & instore customer support requests
- Improve customer satisfaction

2) Benefits earned

- Implemented in 2012, RemoteCall has become an integral part of DOCOMO's POS and post-sales support.
- Reached 18.7M service subscribers as of Oct. 2017.
- Increased customer satisfaction rates by 10% over free "voice-only" support.

Case Studies

Major Mobile Network Operators

bouygues **: France / Telecom company**

1) Service overview:

Total remote support for computers, mobile devices, set-top box, and live onsite support.

- Smartphone/Tablet/Mobile Support: Diagnose & fix mobile devices' problems.
- Set-top box setup & support: Remote setup & support for set-top boxes & device peripherals.
- Computer support: Diagnose & fix computer issues.
- Video streaming support: Real-time support for onsite non-network related issues.

2) Benefits earned

- **Productivity improved over 20%** on Tier1 and 2 support estimated by customer side.

- **Cost saving** on onsite visit for an initial setup of Set-top boxes.

- Enhanced the rate of first call resolution for both **SW and HW problems.**

- Easy-to-understand customer support with **higher customer satisfaction.**

Case Studies

Major Mobile Network Operators

kt (KOREA TELECOM) : Korea / Telecom company

1) Service overview: To provide support remotely for Smartphones distributed by Korean Telecom

2) Benefits earned

▪ **AHT Reduction**
* AHT : Average Handle Time

(Min)

50% reduction in AHTs

Voice only Support

Remote Support
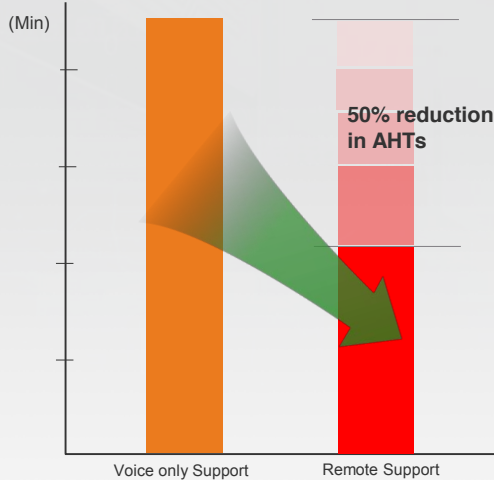
▪ Return Call Rate Reduction

1st call	How to use — Simple Usage
	Settings — Mobile Device Setting
2nd call 48%↓	Upgrade — Firmware upgrade
	Application — The trouble caused by Applications
3rd call 12%↓	Bug — S/W bugs, Error Messaging
	Device — H/W Problems

Case Studies

Major Mobile Network Operators

SK telecom**: Korea / Telecom company**
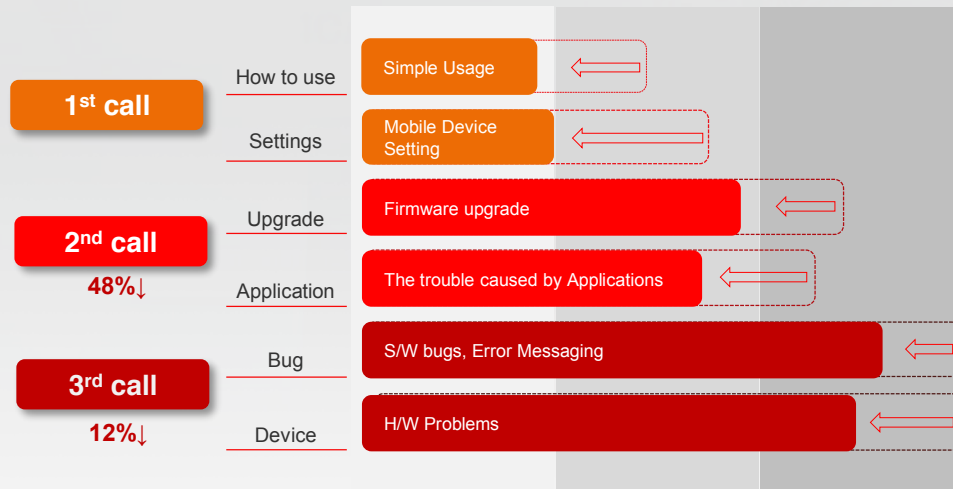
1) Service overview

▪ Value-Added-Service package for Seniors
 : To encourage Smartphone use with seniors.

Remote support ➕ **Music streaming**
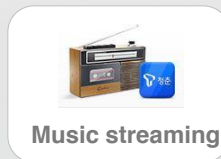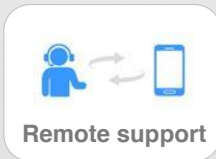
▪ Phone-to-Phone (To be serviced):
 To get remote access to a mobile device of family
  or a friend in a more discrete way.

End user → Remote Access → **Mom**

Approval → CS agent ← Approval
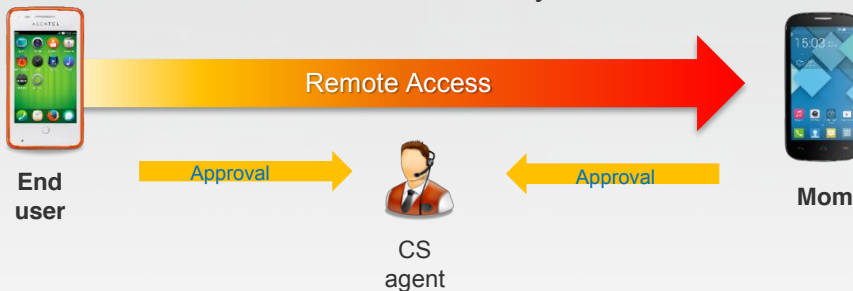
2) Benefits earned

▪ More seniors switched from 2G service to 4G/Smartphone service.

▪ Fun & differentiated services with customized Remote support services.

▪ Improved brand loyalty with customer care.

Case Studies

Major Mobile Network Operators

greatcall : United States / Mobile network operator

1) Service overview:

To provide support to Smartphones and Health Care APPs developed for seniors.

Health Care Services in Smartphone

24/7 access to doctors

Advice & diagnoses

Remote support

Medical urgent call

Medical reminder
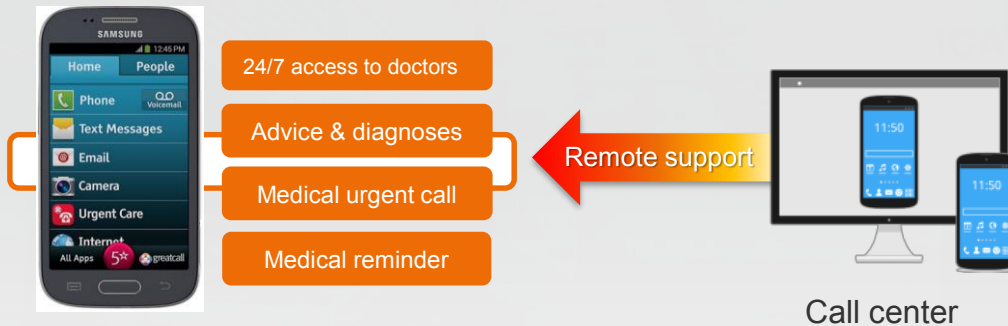
Call center

2) Benefits earned

- Improved customer satisfaction.
- Enhanced efficiency of call center operations.
- Increased customer loyalty with senior targeted services.

Case Studies

Device manufacturers

SAMSUNG ELECTRONICS
- Remote support with all kinds of Samsung mobile devices.
- Models preloaded with RemoteCall.
- Globally serviced Samsung devices.
- Strategic corporate partnership.

doro
- Preloaded on smartphones designed for seniors.
- New market approach with specialized devices/service for certain targets.

MEIZU / HUAWEI / OPPO / ONEPLUS
- Preloaded on smartphones.
- High efficiency and cost savings to maintain call centers.
- Marketing point for smartphones.
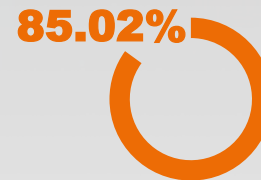- Increased customer loyalty.

* Average Results:

72.64	85.02%	74.59%
NPS	Service Attitude Satisfaction Rate	Technical Satisfaction Rate

Case Studies

Device manufacturers

ALCATEL onetouch.

- **Creating new brand identity:**
 From a low-end 2G phone maker to a professional Smartphone/Tablet Computer manufacturer.

- **Marketing point to differentiate:**
  Promoted as customer-care oriented smartphones.

- Distributed mainly in LATAM and partly in North America and Asia

No. of Alcatel Smartphones distributed Preloaded with RemoteCall

(M)

15		
10		
5		
0		
2012	2013	2014

Case Studies

Device manufacturers

LG Electronics
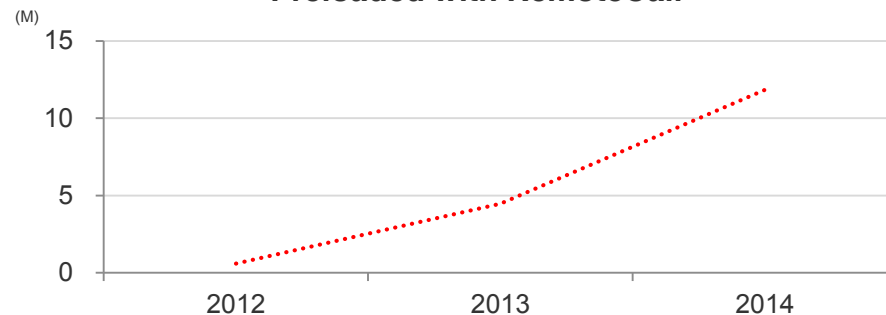
Customer		CS Agent

Video-stream →

← Diagnose

- Currently being used in U.S.A. and Korea to service home appliances.

- Increase in first time resolution without an onsite visit → reduction onsite visits.

- A wide range of issues and unexplainable situations can now be easily handled.

Thank you

R SUPPORT

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