Swiss Knife for Remote Access

tbRMS is an Enterprise Remote access software that helps system administrators and IT help desk technicians in troubleshoot remote computers from a central location.

Powerfully built tools like advanced remote access control, system/user manager, remote shutdown, remote file transfer, patch management of remote machines, configuration management of remote machines, report system, managing the inventory/assets, monitoring the network and more enables elite remote support experience and considerably reduces troubleshooting time from days to minutes.

tbRMS provides you with several unique functionalities which provides a complete solution for the remote access:-

1. Remote Access Capabilities
2. Patch Management
3. Configuration Management
4. Inventory/Asset Management
5. User Management
6. Report System

Why choose tbRMS's Remote Management System?
Whether your company has its own content management solution or web application, tbRMS is the answer to ensure that your device and display meet your business needs. It is a centralized remote service solution that enables remote monitoring of equipment, eliminating the need for onsite visits and service calls.

Remote Access Capabilities

Remote access is a feature that allows authorized people to access a computer or network from a geographic distance over a network connection. Remote access allows users to connect to the systems they need when they are physically separated.

- **Chat:** While working remotely, you can chat hassle-free
- **File Transfer:** Transfers the file bi-directionally
- **Screen Control:** Brings client desktop screen to central location and take control of it

Patch Management of Remote Machines

Detects and patches old and therefore vulnerable software. Keep your IT systems up-to-date and secure by automatically evaluating, testing, and applying operating system and third-party application patches completely remotely from a central location without setting up a VPN connection.

- **Schedule Bulk Patches:** Easy patching for Windows with tbRMS gives you a convenient, easy-to-use, yet comprehensive device overview. Immediately check for updates available and deploy updates from one central location without establishing a VPN connection.

Inventory/Asset Management

Asset management with tbRMS provides an up-to-date overview of all deployed assets Hardware and Software – Quick and easy access from a central location.

- **Easy auditing** – Spontaneous inspection; you can get all the information you need at the push of a button.
- **Compliance** – Avoid costly penalties and make sure you are working within your license limits.
- **Safety & Security** – Checks if software is banned on your network or if you have potentially dangerous software installed.
- **Efficiency** – Make sure your hardware meets the requirements for efficient work.

Configuration Management of Remote Machines

Track and manage device configurations in your network. This includes managing configuration files, device inventory, and software.

Therefore, the network is provisioned or modified using the configuration management feature.

- **Schedule Configuration Changes:** Remote configuration management can be a very valuable tool if your network device is down and unreachable.

- **Time Synchronization:** Synchronization time between the central server and the connected remote computer.

Report System

This is a valuable tool for explaining the level of individual support provided during a particular time period. For each session, the report shows the computer support provided, the remote user currently logged in, the start / end time, and the session duration. In addition to this session-specific information, the report also includes the total session time for each client and the cumulative total session time for all clients.

User Management

1. **Super Admin:** Can exhibit full control over all the modules.

2. **Administrator:** Manages inventory and scheduling of patches

3. **Technician:** Will be restricted from adding/ removing computers, other admin operations and establishing remote control. Can perform system management operations etc.

tbRMS lets you:-

- **Connect**
Reach out to all the computers in your corporate network irrespective of their location**.**

- **Detect**
Examine all your network peers effortlessly and diagnose the actual cause of every hassle.

- **Collaborate**
Bring technicians together and troubleshoot each issue as a team with eminent people.

- **Rescue**
Resolves issues in seconds with powerful tools and never bump heads with employees work flow.

- **Direct Remote Control**
Remotely control all on-screen display menus as if you are in front of the display, using a mouse and keyboard.
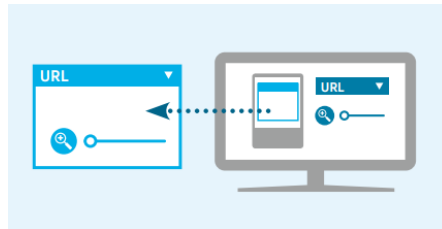
- **Device Setting Control**
Adjust critical hardware settings including power, volume control, input source, picture mode and time, among others.
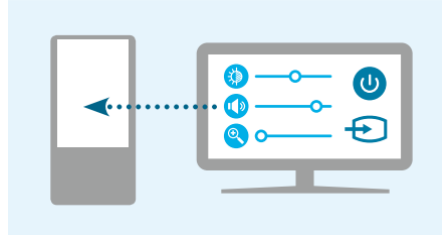
- **Quick Control**
Access quick control panel for frequently used settings.
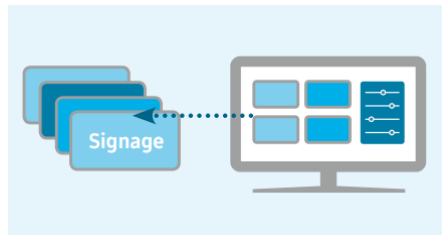
- **Web Browser Control**
Control web browser settings such as homepage, moving URLs, zoom ratio and refresh intervals.

- **Advanced Security Control**
Control all security settings including network port access, USB navigation, Wi-Fi and Bluetooth connection, as well as the smart download feature based on company's security policy.

- **Management**
Reach and control all compatible even if they don't have Public IP.

- **Remote Desktop**
Control laptops, desktop, industrial computers and other devices running Windows or Linux via RDP or VNC – remotely.

- **Alerts & Reports**
Make informed operational decisions and stay up to date with your connected infrastructure solutions.

- **Connect**
Access any smart devices via HTTP/HTTPS or SSH & configure them using Web UI or CLI as if you are in front of them.

- **API**
Transfer the functionality you want from RMS into your own IoT Platform

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Use Case:

Below is the diagram which shows the remote view of the various remote locations at the control room. The person sitting in the control room can control all the machines located at various remote locations as shown in the image below. If any problem occurs such as in some configuration or in managing the patches, then the admin can take control of the machine from that particular remote location and can fix the problem by sitting in the control room only.

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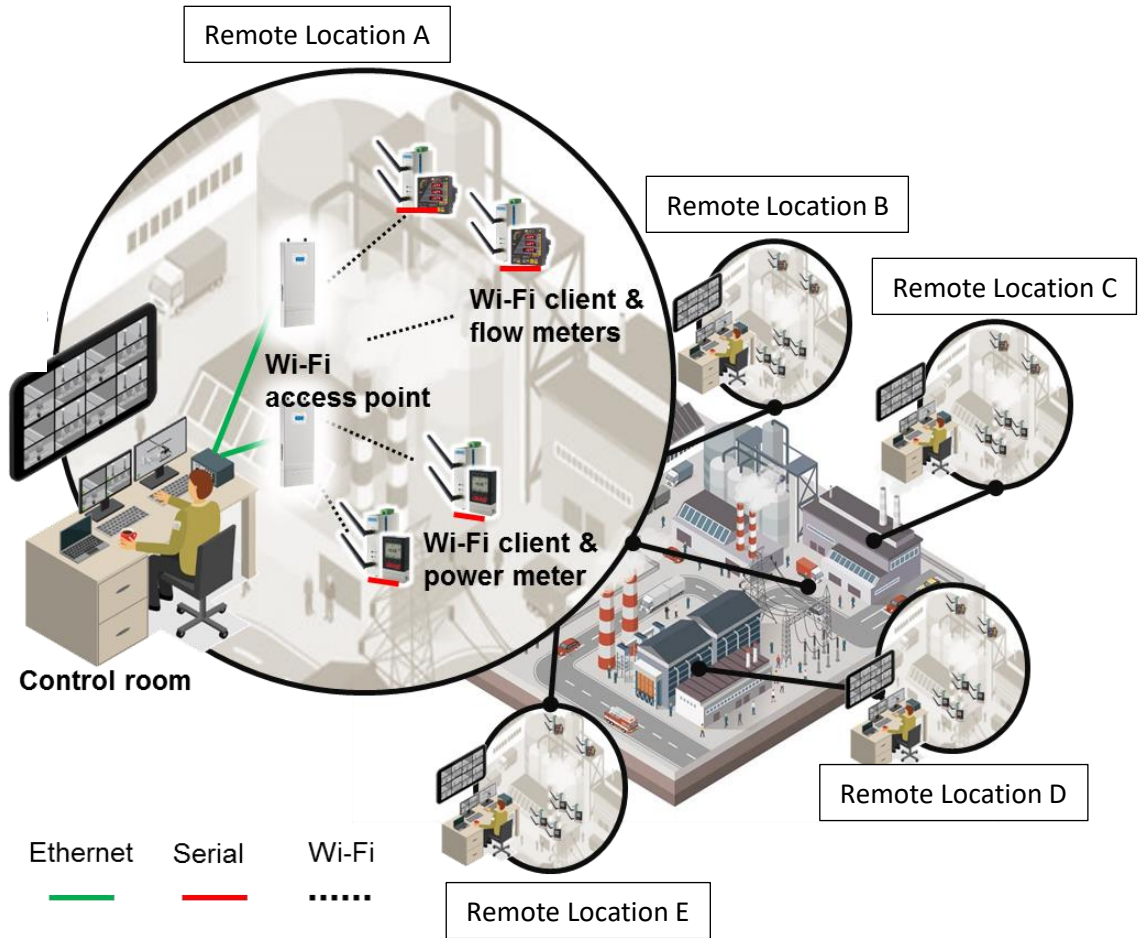
FOR MORE INFORMATION

About TechBridge

TechBridge is the World's leading Product & Solutions Company. Data Center Applications, Collaboration and Real Time Communication. DC Management and Monitoring, Disaster Management, Security, Collaboration and Cloud. Its market-leading Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. We are an expert and leader in Government Solutions, Smart City Solutions, Data Centers and Large Enterprises. We do custom applications also, as per the customer requirements.

Certificates:-

ISO 9001	ISO 27001	ISO 20000	CMMi L3

ISO 15408-1	PinkVERIFY

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