

famatech international corp.



Remote Administrator 2.2
Product Overview



Radmin is the world's premier remote control software. Radmin combines remote control, helpdesk components, and network monitoring in a single, integrated application that is extremely fast, secure and robust. It is, in fact, light-years ahead of any other remote control toolkit available today.

an ideal solution for corporates

Today, corporate nets, regardless of size, are a mix of disparate workstations and servers spread across geographically distant sites. System administrators have to manage hundreds of servers and monitor thousands of remote workstations. What they need is a toolkit that can provide them access to any server or workstation in the enterprise net, at any time.

Radmin is the award winning software that meets the needs of system administrators. Radmin lets you see another PC's desktop in a window on your local screen. System administrators can operate remote PC's as if they were right there at the remote PC, exploring their drives, troubleshooting the workstations and servers, launching applications, etc, etc.

Radmin has been well tested on a large number of big corporate networks with as many as 10,000 computers. For most big corporations, banks and educational organizations Radmin helps solve a number of network management problems that have been plaguing System Admins for several years.

With Radmin system administrators can remotely:

- Monitor multiple hosts
- Manage your network efficiently
- Have fast and secure access to all computers in your LAN and other locations
- Provide access to corporate applications to users who need to work remotely
- Get access to their computers when traveling
- Transfer files
- Control remote workstations via telnet-server





towards small and medium size businesses needs

With Radmin, you can run your business computers from anywhere on the Internet and over direct telephone lines. Radmin gives you access to your home/office computers from any city, any continent, at any time of day or night.

- Administrating and troubleshooting office computers (as well as performing other Helpdesk activities).
- Having access to your data from anywhere, at anytime.
- Reducing technical support costs
- Increasing employee productivity due to downtime minimization
- Provide timely quality customer support to your clients.
- Provide access to office computers and data to those employees who are in business trips.
- Increase employees' mobility

Radmin is an affordable tool that any small business owner can purchase without having to consult his accountant. Famatech offers very flexible licensing policies for Radmin that cover multiple computers at minimal expense.

Radmin has no special hardware requirements. Even if your old home computer is what you use for running your business, it's fast enough for Radmin. If the computer runs Windows, Radmin will run on it, and it will run faster than any other remote control software you can buy!



a great helpdesk tool

The helpdesk technician is a person dedicated to troubleshooting and resolving computer issues submitted by users with different experience levels. Frequently, technicians try to solve problems over the telephone. The consultation and recommendations that are given and received verbally can be time-consuming both for the technician and the recipient. Moreover, the majority of not-so-advanced users cannot clearly articulate their troubles to the support staff. The variety of ways a helpdesk technician can organize support—from a consultation over the phone to traveling to the user's site—cause a waste of time and decrease end users' productivity.

The only way to reduce traveling costs and increase support efficiency is to resolve issues remotely. Using Radmin, the end users' machines can be operated directly from the support person's PC without anyone having to leave their desk.

While working a remote computer using Radmin, the technician's mouse movements and keyboard entries directly affect the remote computer and can also be easily followed by a local observer.

With Radmin you can:

- Greatly improve end-user productivity by keeping their PCs and servers up and running.
- Increase helpdesk service quality by significantly improving response times.
- Minimize downtime by speeding problem resolution.
- Make every PC accessible from anywhere, anytime.

Radmin is a very useful tool for educational needs as well. For instance, when a department is being upgraded to new software or operating system the technical support staff can connect to multiple remote PCs and train their users who are not familiar with the new software.



telecommuting

In our connected world telecommuting or partial telecommuting is an increasingly popular form of employment. It benefits both the employer (lowers office support costs and provides more flexibility) and employees (more time with family and fewer commuter expenses, yet higher mobility with the same, familiar interface). In 2003, according to the International Telework Association and Council (ITAC), there were approximately 46.9 million American telecommuters. Each year this figure has grown by about 40%. With increased availability of broadband access and Virtual Private Networks (VPNs), it may be time to consider telecommuting as an option for yourself or your staff members.

A lot of corporate applications don't run well on home PCs or portable computers. Using Radmin, telecommuters are able to read their e-mail, troubleshoot problems, transfer files to and from office computers or corporate LANs, and share information with colleagues, all from their home computer

educational usage

As the information revolution changes our lives, schools have to adopt new technologies and teaching methods to stay on the cutting edge. Frequently, classrooms are being equipped with networked computers that use advanced educational software; distance learning is on the rise. To relay their knowledge to remote students, teachers benefit greatly from Radmin's ease of use.

Radmin is the solution that makes computer-based teaching more effective.

With Radmin, a single teacher can instruct, monitor and assist students, directly from her own PC without making her students leave their own home. Radmin can be used to work either with individual students or with the entire class, giving every student the same opportunity to gain hands-on experience. Radmin is easy to learn; it requires no special training.



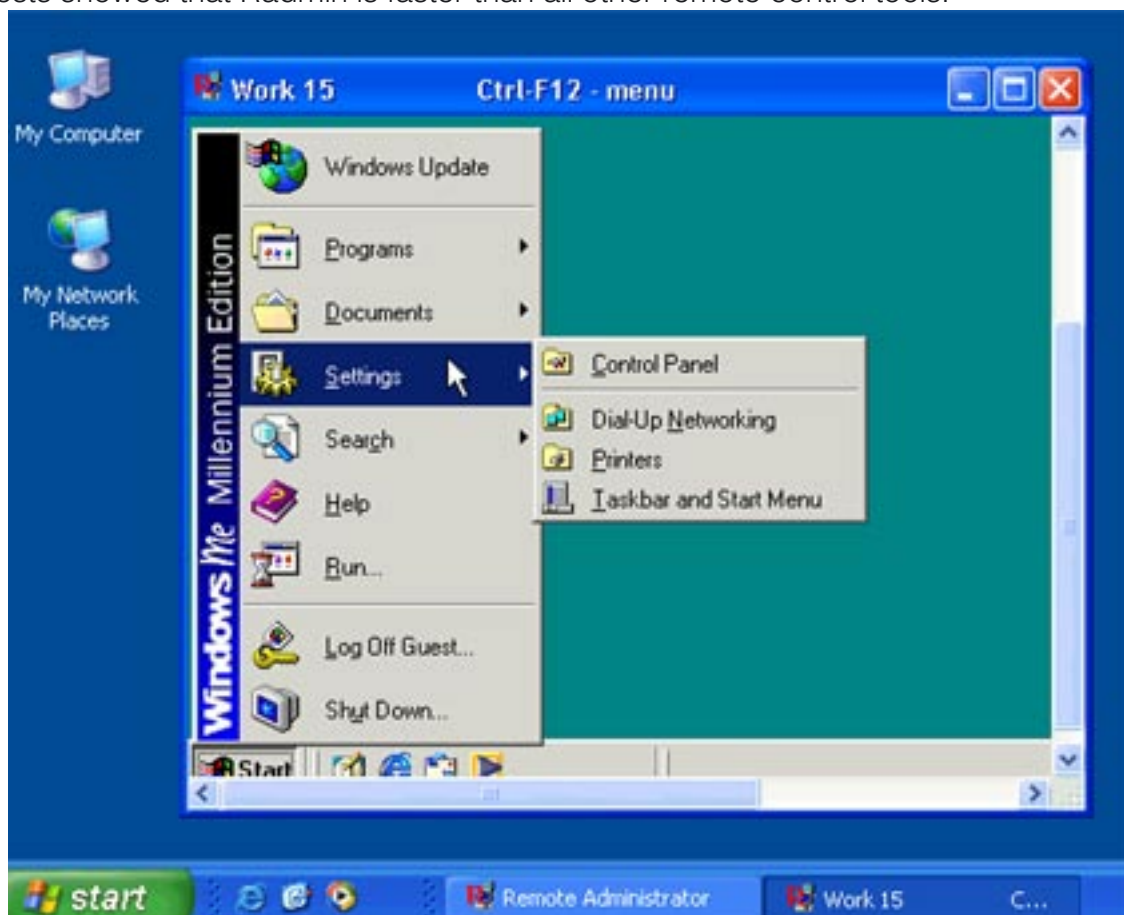
incredible speed of work

Fast connection and high performance are essential features of any remote control tool. Long delays in screen refreshing and session interruptions result in low efficiency and make troubleshooting and problem resolving prohibitively time-consuming.

Radmin is the fastest remote control software on the market.

- It is optimized for low-bandwidth connections such as modems. Connecting via a 56K modem, the screen refresh rate reaches 5-10 updates per second!
- If connected to a LAN you can work on a remote computer with real-time speed, reaching over 100 screen updates per second.

Radmin proved its remarkable speed in various independent comparisons. The tests showed that Radmin is faster than all other remote control tools.





complete security

Security is a critical consideration when implementing the remote control software. To maintain the security of data and corporate network resources, the remote control software must support the existing level of environment security and provide its own level as well.

Security is built in core of Radmin.

Radmin generates a unique “secret key” for each connection together with a large random bit sequence. The access password resides on the computer in the encrypted format, and is never transmitted between Radmin Viewer and Radmin Server. So, no one can intercept or generate the key necessary to crack the encrypted data.

Radmin fully supports OS-integrated NT security system with NTLMv2 support. It means that you can decide whether to permit or not permit remote access to specific users or user groups from trusted domains and active directories.

Radmin provides smart protection from password guessing. This protection includes such features as password anti-guessing security delays, banning IP addresses with excessive number of password guess attempts, etc.

Radmin 2.2 supplied with Server password protection. Radmin Server 2.2 actively protects its settings, which are stored in the system registry. Only a user with administrator rights can access this registry branch.

Radmin provides absolute protection against third part intervention by using Twofish 128-bit encryption algorithm. All data, including screen images, mouse cursor movements and keyboard signals is always encrypted.

Radmin server has an IP filter table that allows remote access to IP addresses and networks you specify.



highlights

- Real-time no-lag remote control in different modes such as:
 - Full control mode
 - View mode (full-screen, scaled, windowed)
- Supports multiple connections on both server and client.
- Additional connection modes:
 - File transfer via an Explorer-like interface
 - Shutdown Connection Mode.
 - Telnet mode
 - Shut down mode
- Unlimited phonebook for Radmin connections
- Security:
 - Fully OS-integrated NT security system with NTLMv2 support
 - Radmin user security mode
 - Runs as a service on Windows NT/2000/XP
 - 128-bit strong encryption is used to encrypt all data streams.
 - IP filter allows access only from specific hosts and networks.
 - Specific access rights for different users.
 - Smart protection from password guessing
 - Server password protection
 - Logging feature.
- Supports all screen resolutions and color depths.