



MATRIX42

FastViewer



Elevate IT Troubleshooting **with Ease**

Remote work has become the norm, with a majority of global companies adopting hybrid or fully remote work models. This shift has created a critical need for reliable remote-control tools that can seamlessly manage and support distributed IT infrastructures. Growing companies, with teams spread across different time zones, face significant challenges in providing consistent, real-time IT support.

Traditional on-site troubleshooting is no longer feasible, and the lack of effective remote solutions leads to increased downtime, reduced productivity, and higher support costs. There is a growing demand for a robust, flexible remote-control tool that not only bridges these geographical gaps but also enhances IT efficiency, ensuring that businesses can maintain uninterrupted operations regardless of where their employees are located. .

As businesses navigate this new landscape, traditional on-site IT support models are proving inadequate. The complexity of managing diverse devices, operating systems, and applications across different locations has made it essential to adopt robust remote-control solutions. Without these tools, organizations face increased downtime, reduced productivity, and higher support costs—issues that can significantly impact business continuity and employee satisfaction.

FastViewer allows you to seamlessly manage and support your company's IT infrastructure from anywhere, at any time. Whether cloud-based or on-premises, it offers flexibility as a standalone web solution, desktop application, or integrated with Matrix42's solutions. With just a web browser, IT professionals can access, control, and maintain devices as if they were on-site, leading to faster troubleshooting and improved employee satisfaction. Featuring instant screen sharing, file transfer, and unattended server access, FastViewer overcomes remote work challenges, enhances efficiency, and significantly reduces IT support costs for both office and remote work environments.



A woman with long dark hair, wearing a dark blue button-down shirt, is sitting at a desk in an office. She is looking at a laptop screen. In the background, there are other computer monitors and a blurred office environment with large windows.

Connect, Control, **Correct**

– Your Path to Remote Troubleshooting

Matrix42 FastViewer is a flexible and versatile tool, offering customers access to remote capabilities across several different access points, depending on customer needs:

1

A standalone web-based browser application

2

A web-based application integrated with Matrix42's UUX (Enterprise Service Management UX)

3

A desktop application integrated with Matrix42's UUX

With Matrix42 FastViewer, you can seamlessly access and control your employees' computers and other company devices, such as servers, remotely, as if you were right there on site. When an administrator needs to remotely access a computer for troubleshooting, maintenance, or file synchronization, the process takes only seconds, even if the end user is off-site. "Administrators can easily connect to clients remotely with just an internet connection—no need for a VPN, and firewalls pose no obstacles. For even quicker access, usernames and passwords can be securely stored for each device. Experience effortless remote maintenance, anytime, anywhere."

Resolve Remote IT Issues

– Get Connected in 3 Simple Steps

Step 1:

Choose and Implement Your Setup

Begin by selecting how you want to set up FastViewer: either through a desktop installation or using the web version. For on-premises environments, configure your FastViewer environment locally. If you're a cloud customer, your FastViewer instance will be provided to you. Once set up, the IT service agent can open their browser, log in to the FastViewer tool, and prepare to manage remote sessions.

Step 2:

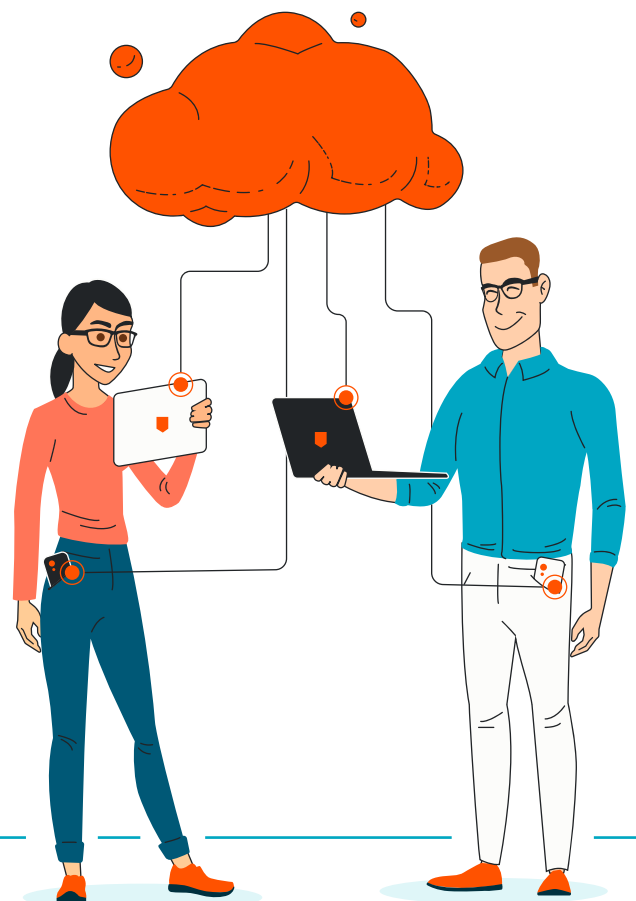
Deploy the FastViewer Agent

With your setup option selected, deploy the FastViewer agent to all necessary devices. This deployment can be efficiently managed using Matrix42 Client Lifecycle Management or other software distribution tools. For quicker implementation, FastViewer offers out-of-the-box packages via Matrix42 Package Cloud. The agent must be installed on every device you intend to manage remotely, ensuring that they are ready for secure connections. For FastViewer standalone users, both parties – the service agent and end-user only need access to a current web browser.

Final Step:

Initiate and Manage the Remote Session

Once the agent is deployed, the IT service agent selects the end user's device in the FastViewer tool and requests permission to initiate a remote session. After the end user grants access, the session begins. FastViewer ensures a secure connection authenticated with a JWT token, maintaining the integrity of each request. The IT service agent can now take control of the end user's screen to troubleshoot or manage the system. All actions taken during the session are logged for future reference and audit purposes.



Key Features



Automatic Discovery of Any IP-Connected Deployment Flexibility

Matrix42 FastViewer offers the versatility to fit seamlessly into your IT environment. Choose between on-premises installation for greater control or a cloud-based setup for quick and scalable deployment. This flexibility ensures that FastViewer can meet the unique needs of your organization, regardless of infrastructure.



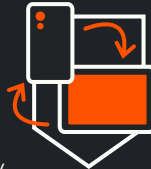
Access any device or unattended server

With Matrix42 FastViewer, you can initiate remote sessions across a wide range of devices, including desktops, tablets, smartphones, and servers. Even unattended servers are within reach, enabling comprehensive IT management and support from anywhere, at any time.



No VPN or Firewall configuration necessary

Matrix42 FastViewer simplifies remote access by eliminating the need for complex VPN or firewall configurations. Establish secure connections effortlessly, saving time and reducing the hassle typically associated with network setup.



Multiple Access Options: Web or Desktop

Whether you prefer using a web interface or a desktop application, Matrix42 FastViewer provides you with both options for remote access. This flexibility ensures that you can manage and control devices in the way that best suits your workflow and environment.



Seamless integration into Matrix42 Service Desk

FastViewer integrates smoothly with the Matrix42 Service Desk, allowing for a unified and efficient IT support experience. This integration ensures that all remote sessions are logged and tracked within your existing service desk framework, enhancing both accountability and service quality.



Access via mobile devices

Matrix42 FastViewer offers maximum flexibility, allowing agents to establish a remote session using only a tablet or smartphone. Remote sessions can be set-up between mobile devices and desktops, allowing IT troubleshooting to be done on the move.

Use Cases and Resulting Benefits

Next, let's take a look at some real-life use cases and how they can benefit you.

1 Centralized IT Operations

A large multinational corporation with offices in 3 countries spends a large number of resources resolving IT issues. With a remote access tool, the company can centralize IT operations in one location.

BENEFITS:

➤ **Lower Costs:** After implementing a remote access tool, the IT team can drastically reduce travel costs, by remotely troubleshooting issues faced by employees.

➤ **Faster Ticket Resolution Times:**

By remotely solving an employee's IT issue, they also significantly reduce ticket resolution time, allowing employees to be productive quickly.

2 Remote Work for an IT Admin

With a remote-control tool, an IT admin can conveniently and remotely resolve any IT issue only using a tablet, while working from the comfort of his home.

BENEFITS:

➤ **Hiring Talented IT Admins:** Companies can hire the best IT admins, regardless of the location of the admin or the job

➤ **Employee Satisfaction:** Companies can improve employee satisfaction by offering flexible work options, with up-to 100% remote work.

3 Unattended Server Maintenance

IT professionals can schedule and perform maintenance on unattended servers without disrupting workflows or requiring on-site presence.

BENEFITS:

- Seamless access to critical infrastructure, enabling tasks such as software updates, backups, and system checks to be completed efficiently and securely, even outside regular working hours.
- A company can scale rapidly by adding servers in multiple locations without requiring a local IT team for maintenance.

4 Seamless Integration with Matrix42 Service Desk

Integrating FastViewer with an existing Matrix42 service desk streamlines the process of managing and resolving IT tickets.

BENEFITS:

- Support agents can instantly launch remote sessions from within the service desk platform, providing faster resolutions and improving overall customer satisfaction.
- All interactions are logged, ensuring accountability and compliance with IT protocols.

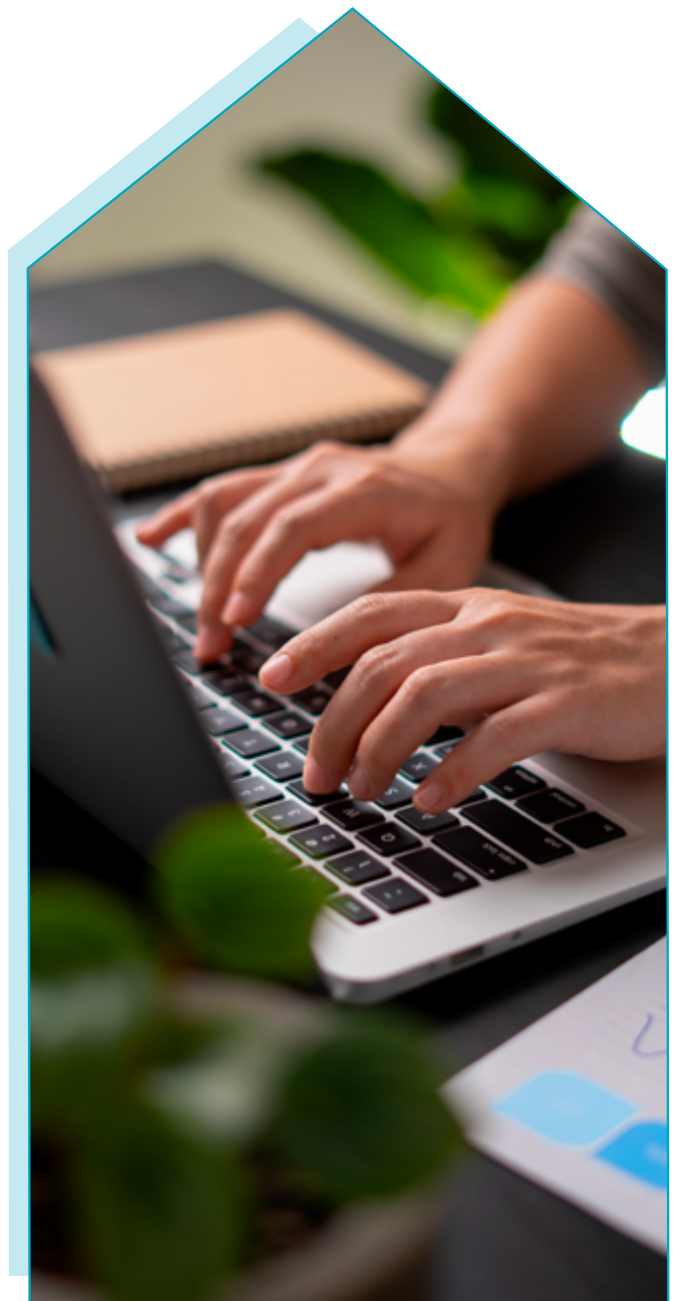
5 Seamless Technical Collaboration:

A field service technician in a technical industry arrives at a job site and realizes he requires additional support from a more experienced colleague. Instead of sending the more experienced technician to the job site, the two colleagues can collaborate using a remote-control tool to share video streams and technical specifications, conveniently solving the issue.

BENEFITS:

- Seamless collaboration between designers, programmers, and field service technicians
- With the File Transfer feature, a collaboration doesn't require multiple tools.

By addressing these use cases, **Matrix42 FastViewer** delivers a range of benefits that enhance troubleshooting and collaboration, ultimately empowering organizations to manage their IT infrastructure more effectively.





Why Choose Matrix42 FastViewer?

Resolve IT issues **Remotely**

FastViewer allows IT team to troubleshoot and resolve technical issues from anywhere, enabling teams to work with flexibility. Additionally, a remote access tool like FastViewer allows companies to scale faster by adding unmanned servers in dispersed locations, without needing to set up a local/physically present IT team to manage the server.

Increase productivity by **resolving tickets faster**

Accelerate ticket resolution times with instant remote access, leading to faster service and quicker ticket resolution times. Quicker and more effective IT support boosts workforce productivity and improves employee satisfaction, allowing employees to stay focused on their core tasks with fewer interruptions.

Save **Costs**

Reduce operational costs by cutting down on travel expenses and on-site visits, while still delivering top-tier IT support remotely. Maximize your IT resources' efficiency, leading to cost savings and improved ROI on IT investments.

Flexibility & **Convenience**

Centralize IT operations with flexible, remote-control capabilities that adapt to both on-premises and cloud-based environments, ensuring consistent support across your entire organization. Companies can scale up more effectively to multiple locations or even internationally, using a centralized IT team, instead of multiple, dispersed IT operations.

UNCOVER THE FULL POTENTIAL OF YOUR IT LANDSCAPE

Discover how Matrix42 FastViewer can transform your IT trouble-shooting. Contact us today to request your free trial and experience seamless remote access.

The **European Choice** in Service Management

Matrix42 helps you Digitalize and Automate Your Work. Our ambition is to be the leading European provider of Enterprise Service Management software for both public and private sector customers.

With our flexible platform, you can manage IT and business processes, assets, end points, and identities for improved productivity, agility, security, and employee experience. We deliver the Cloud Your Way, meaning you choose how to consume our technology: public, regional or in your datacenter, all with a compelling total cost of ownership.

Get in touch!



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