

# SolarWinds Take Control

Remote access designed for power and speed, all at an affordable price.

**SolarWinds® Take Control™ is intended to provide robust remote access for IT businesses without straining their budgets.** It was built to help you connect in seconds and uses multiple deep diagnostic tools to resolve issues quickly and professionally.



Your remote access solution is one of your most essential IT support tools. Not only does it need to just work, it needs to be fast and provide key diagnostic tools and device information where and when you need it. SolarWinds Take Control was designed for this and more, at a price most businesses can afford.

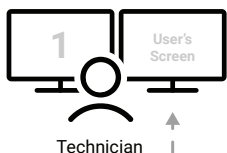
For both attended and unattended support needs, Take Control was built with security in mind, using sophisticated encryption like Elliptic-curve Diffie-Hellman and AES 256, and follows FIPS PUB 140-2 security requirements. To further help strengthen data security, Take Control was engineered to include multilevel authentication, two-factor authentication, and session-specific PIN generation as standard features.

Take Control was designed to excel in the speed and power departments by offering 24-bit true color multimonitor visibility, high-level diagnostic and Windows tools, and drag/drop or cut/paste bulk file transfers. You can choose to record sessions if you need, and you can also search session notes to trace device issue histories.

## SOLARWINDS TAKE CONTROL WAS DESIGNED TO INCLUDE:

- » Support for Windows®, Mac®, Linux®, iOS®, and Android® platforms
- » Encryption technologies intended to help keep data, PINs, and customers safe
- » Custom branding and the ability to request support via website
- » Connection to devices in typically under eight seconds
- » Support for 4K+ resolution, multimonitor, and 24-bit true color
- » System information and robust tools accessible from a central console
- » Cut/paste or drag/drop file transfers
- » Security that could potentially help with HIPAA, GDPR, and other privacy regulations

Console & Remote Viewer  
(Downloaded)



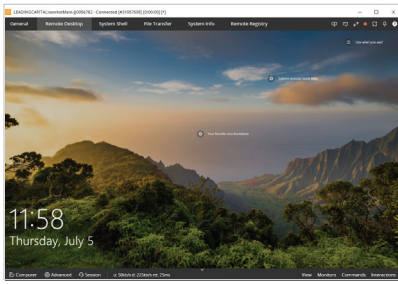
Admin Area  
(Browser-Based)



Agent or Temporary Applet  
(Downloaded)



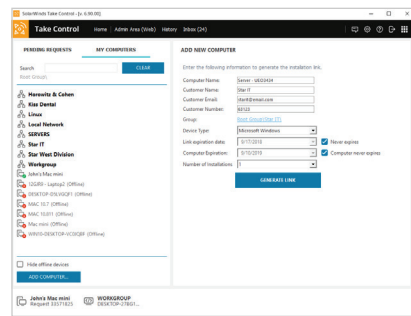
## BENEFITS AT A GLANCE



### DESIGNED FOR SPEED AND EFFICIENCY

Take Control was built to help your technicians offer IT support as efficiently as possible. It was designed to provide

fast connection speeds and robust diagnostic tools to help you support more users and devices in less time.



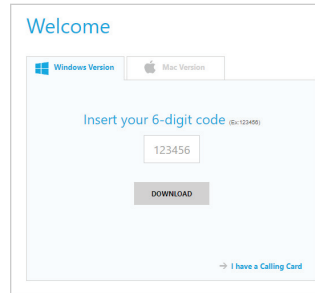
### BUILT FOR TECHNICIANS' WORKFLOWS

The technician console puts device system information front and center and was designed to make

starting attended sessions a snap. Additionally, the remote viewer was engineered to let technicians view user monitors with 24-bit clarity. It was designed to put diagnostic controls right at a technician's fingertips to help them get customers back to full productivity quickly.

### ROBUST ADMINISTRATIVE TOOLS

The Take Control admin area is your main dashboard and hub where you can set up technicians, devices, and users. You can also configure your branding, start unattended or attended sessions, review reports, and more. It was designed to help you keep all aspects of your remote support business in one organized place



### CREATED TO PLEASE END USERS

Many users will find Take Control simple and easy to use. Customers can request help via email, chat, or a button on your website. This allows you access

to their machine via a link or by visiting startcontrol.com and entering a session-unique six-digit code. The live chat feature was built to help make it easy to communicate—technicians can even point out useful things with a built-in laser pointer.

### BUILT WITH YOUR FUTURE IN MIND

Over time, you may find you need more sophisticated request-queue handling and configuration. At that point, you can upgrade to Take Control Plus, our most robust remote support solution. Take Control Plus was engineered to help you better manage request queues, leverage VoIP and pre-session chat capabilities, offer customer surveys, and gain access to even more powerful diagnostic tools. And like Take Control, Take Control Plus was designed to be affordable for most businesses.



SolarWinds is a leading provider of powerful and affordable IT infrastructure management software. Our products give organizations worldwide, regardless of type, size, or IT infrastructure complexity, the power to monitor and manage the performance of their IT environments, whether on-premises, in the cloud, or in hybrid models. We continuously engage with all types of technology professionals—IT operations professionals, DevOps professionals, and managed service providers (MSPs)—to understand the challenges they face maintaining high-performing and highly available IT infrastructures. Targeted for MSPs, the SolarWinds MSP product portfolio delivers broad, scalable IT service management solutions that integrate layered security, collective intelligence, and smart automation. Our products are designed to enable MSPs to provide highly effective outsourced IT services for their SMB end customers and more efficiently manage their own businesses. Learn more today at solarwindsmsp.com