

REMOTE SUPPORT + ZEBRA TECHNOLOGIES

REMOTE SUPPORT CONTROL FOR ZEBRA TECHNOLOGIES' ANDROID-BASED DEVICES



Reduction In Downtime

Troubleshoot and support Zebra devices quickly and easily

Secure Remote Access

Benefit from the convenience of remote control, while maintaining robust security standards

More Support Options

Provide flexible support options with both unattended and attended access capabilities

The BeyondTrust Remote Support integration with Zebra Technologies gives IT service desks the power to securely access, troubleshoot, and support Zebra devices. Administrators and business managers can access their front-line Zebra devices with Remote Support and view the screen and control it – as if the device is in front of them.

Zebra empowers the front line in retail, healthcare, transportation and logistics, manufacturing, and other industries. BeyondTrust Remote Support can help ensure Zebra devices are protected and deliver peak performance to their users.

Overview & Functionalities

Remote Support & Zebra Technologies

- View and control a broad range of devices, including Windows PCs, iPhones, iPads, Android, Mac and Linux
- Connect via WiFi, mobile data network, LAN / WAN, using Internet or TCP/IP directly, and benefit from outstanding speed
- Perform file transfer with split-screen, drag and drop, delta transfer, chat, inventory, hardware, software, etc.
- Build off the MDM (Mobile Device Management) supported actions that allow for the software and URL information to be configured.
- Get full audit and logs of device control sessions
- Exercise granular control over remote support sessions

Support the following Android-based devices from Zebra with BeyondTrust Remote Support

- Handheld computers
- Tablets
- Wearable and vehicle-mounted computers
- Interactive kiosks and point-of-sale (POS) devices running Zebra Mobility Extensions (Mx) 8.x and higher