

# Working with Remote Consulting

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# Why invest in Remote Support?

- Provide a more holistic offering
- Strengthens good relationships
- Acts as a safety blanket
- Expected component of Managed Services Offerings

# Where doesn't Remote Consulting Fit?

- Welcoming new clients
- Project management & planning
- Groups with non-overlapping skillsets
  - Johari window Principle
  - Hidden Assumptions are harder to spot

# Where does Remote Consulting Fit?

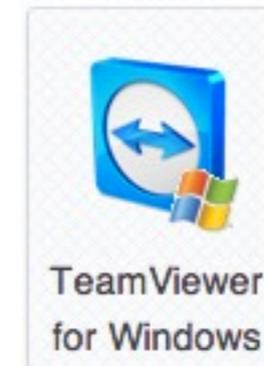
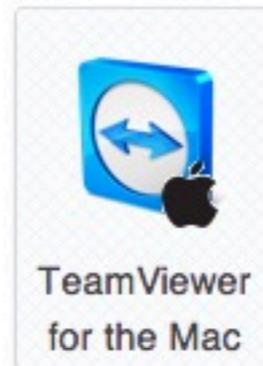
- Pre-configured, stable hardware
- Installing or demonstrating canned software
- Delivering a Software-as-a-Service (SaaS) solution
- Other commodity services, where support is all you can eat

# What do IT staff need?

- Reliable support tools to help us visualize the issue.
- A tool which is quick to deploy
- A tool which helps our end users feel safe

We offer remote support, billed in 15 minute intervals. For members of our [Personal Support](#) agreement, there is no charge for issues resolved in under 15 minutes.

The Teamviewer application below allows you to share your screen with us.



If you would like us to be able to remotely administer your computer in the future without having to "let us in" each time, we offer [LogMeIn](#).

# Remote Admin Choices

- Products – Purchase (with maintenance)
  - Remote Desktop, Bomgar, Teamviewer, Timbuktu
- Services – Recurring Fee
  - Gotomypc, Gotoassist, Logmein, join.me
- Others – Add ons
  - iChat Screen Sharing, Skype

	<u>Logmein Central</u>	<u>TeamViewer</u>	<u>Join.me</u>	<u>Bomgar</u>	Gotomype & meeting	ARD & VPN
Fast Setup		✓	✓	✓		
Unattended	✓	✓	✓	✓	✓	✓
User only Initiation		✓	✓		✓	
End user access	✓	✓	✓	✓	✓	
Session Handoff		✓		✓		
Session Recording		✓		✓		
Duration Tracking	✓	✓		✓		
Integrated Chat	✓	✓		✓	✓	✓
Cost for Optimal use	\$299/year	\$1,499	\$30/month	\$5,000	\$668/Year	\$0
Optional / recurring \$	Pro Clients	Version Upgrades		Annual Renewal		

# Remote Management & Monitoring (RMM)

- Management
  - Absolute, Casper, FileWave, Munki
- Monitoring
  - Mac HelpMate, Watchman Monitoring

# Keeping Track of it all

- Project Management
  - [Basecamp](#), [Daylite](#), [Redmine](#), [ZohoCRM](#)
- Documentation
  - [Daylite](#), [Evernote](#), [Github](#), [Redmine](#), [MHelpdesk](#)
- Shared To Do Lists
  - [Asana](#), [Do](#), [Flow](#), [OmniFocus](#), [Teamly](#)
- Password Management
  - [Passpack](#), [Secret Server](#)

# Auxiliary Services

- Phones
  - Grasshopper, Webfones, Google Voice
- Agreements
  - EchoSign, DocuSign
- Scheduling
  - Doodle.com, hakema.net, Google Appointments
- Accounting
  - Freshbooks, Quickbooks, Harvest, Xero

# Q&A

- What here was new?
- What here has not worked for you?