Splashtop SOS

Simple, cost-effective, and powerful alternative to TeamViewer, LogMeIn Rescue, and GoToAssist.

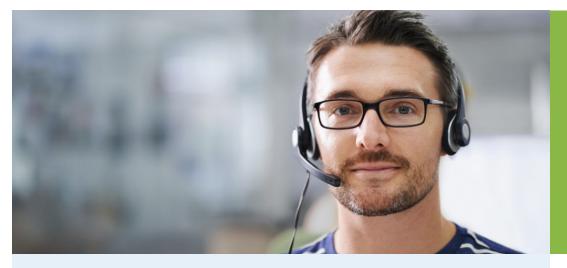The ideal solution for Customer Support, IT Support, and Help Desk teams.

Remote support made simple – connect to your users' Windows, Mac, iOS, and Android devices with a simple session code.

Best-in-class remote support solution

Splashtop SOS makes providing remote support simple. No need to waste time or money traveling to your user's device, just remote into it and take control the second you're needed. Diagnose and fix the issue fast, and leave your customers happy.

Key Features and Benefits

- **Simplified work flow** - Your user runs the SOS app (can be custom branded) on their computer or device, then gives you their 9-digit session code which you can use to start the session.

- **Top tools and features** - All the tools needed for you to get the job done quickly. Share your screen for collaboration, transfer files between devices, chat with users, and more.

- **Support unlimited devices on-demand** - All packages include support for unlimited devices on-demand. Just pay for the number of concurrent technicians per year. And no yearly price increase that have become the trend with other remote support products.

- **Broad device support** - Splashtop SOS is compatible with Windows and Mac devices. Plus, with our mobile add-on pack, you can support your customer's iOS and Android devices as well.

- **Unattended access** - SOS+10 and SOS Unlimited packages let you add on unattended access to computers and servers.

- **User management** - Add admins and end-users for free. Set their roles and access permissions. Allow a user or user group to access a computer group or specific computers.

- **Integration with PSA & Ticketing** - SOS integrates with leading PSA solutions including Autotask PSA, ServiceNow, and Spiceworks Help Desk.

- **Robust Security** -Sessions are protected with TLS and 256-bit AES encryption.

Who Benefits?

- Organizations looking to improve customer satisfaction while cutting support costs and delays.
- Technicians can instantly connect to a user's device, find the problem, and fix it right away.
- Users get hands-on support the instant an issue arises, leading to more happy customers and less angry reviews.

"Splashtop SOS provides everything we need in an on-demand support application. It's easy to use for our customers and the price can't be beat. Highly recommend!"

— Colin Pearce, Founder, Inderly

System Requirements

Technician Client App Requirements
- **Windows:**
  - Windows 10, 8, 7, XP
  - 1G RAM
  - DirectX 9.0 or newer
  - Atom, Pentium-M, or better
- **Mac**
  - Mac OS 10.7 or newer
- **iOS**
  - iOS 7.1 or newer (including iOS 11)
  - iPad / iPad mini / iPad Pro / iPhone/ iPod Touch
- **Android tablets / Android phones**
  - Android 3.0 or newer

End User Requirements
- **Windows:**
  - Windows 10, 8, 7, XP
- **Mac**
  - Mac OS 10.7 or newer
- 1.6 GHz dual-core or better CPU
- 1G RAM
- **iOS:**
  - iOS 11.0 or later
  - iPhone 5s or later
  - iPad Air or later
  - iPad Mini 2 or later
  - iPad Pro
  - iPad Touch
- **Android**
  - Android 5.0 or later
  - Remote view all devices. Remote control rooted devices, Samsung, and select Lenovo and LG devices

Learn more and sign up for your free trial

www.splashtop.com/sos

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Pricing
Simple, cost-effective, and powerful remote support solutions.

SOS	**SOS+10**	**SOS Unlimited**
$199	$219	$399
Per concurrent technician per year	Per concurrent technician per year	Per concurrent technician per year
Support unlimited devices on-demand	**Support unlimited devices on-demand** **+** **10 unattended computers per license**	**Support unlimited devices on-demand** **+** **Unlimited unattended computers per license**

ALL PACKAGES INCLUDE:

Full featured remote support	Robust security
Multi-user (floating) license	File Transfer (including Drag-and-Drop)
Remote access Windows & Mac	Chat
Remote access iOS and Android devices*	Session recording
Desktop and mobile client apps	Remote reboot and reconnect
Custom branding with your logo and name	Multi-to-Multi monitor support
Connect with a session code	User management
Share technician desktop	...and more!
Two users into one computer	

*Limited Time: Includes FREE mobile add-on pack. Remotely support iOS and Android

Remote from your computer or mobile device

Quick support for Windows, Mac, and mobile