



# GOVERLAN REACH

## Secure control, configuration, and support for devices outside of the corporate firewall

Goverlan Reach provides uninterrupted management of computers regardless of their network location. Devices equipped with Goverlan Reach can be accessed and managed remotely using Goverlan services whether they are connected to your private network, or anywhere else over the internet, without requiring a VPN bridge.

## KEY BENEFITS

### DISTRIBUTED vs. SINGLE POINT OF ATTACK

Goverlan Reach is managed, hosted, and secured by each organization using Goverlan. No Goverlan-hosted servers or resources are used to establish or make connections. There is no single point of failure or vulnerability that is seen with cloud or web based remote management tools. This distributed configuration makes Goverlan more secure than any other solution on the market.

### SECURITY & ENCRYPTION

All communication between the technician and the remote client machine is encrypted using AES 256. Goverlan also supports multi-factor authentication and smart cards to ensure security mandates are always met.

### MORE SECURITY

Added security features like TLS certificates allow Goverlan Reach users to fully customize and complement security implementations according to their own specifications and compliance/security mandates. Visual feedback of valid certification is provided to both the technician and the end-user.

### AUTHENTICATION

Goverlan Reach leverages native Windows authentication and credentialing. Access to unattended remote machines is only granted if the user has the necessary level of permissions within Windows. This further ensures that access to corporate data does not get compromised.

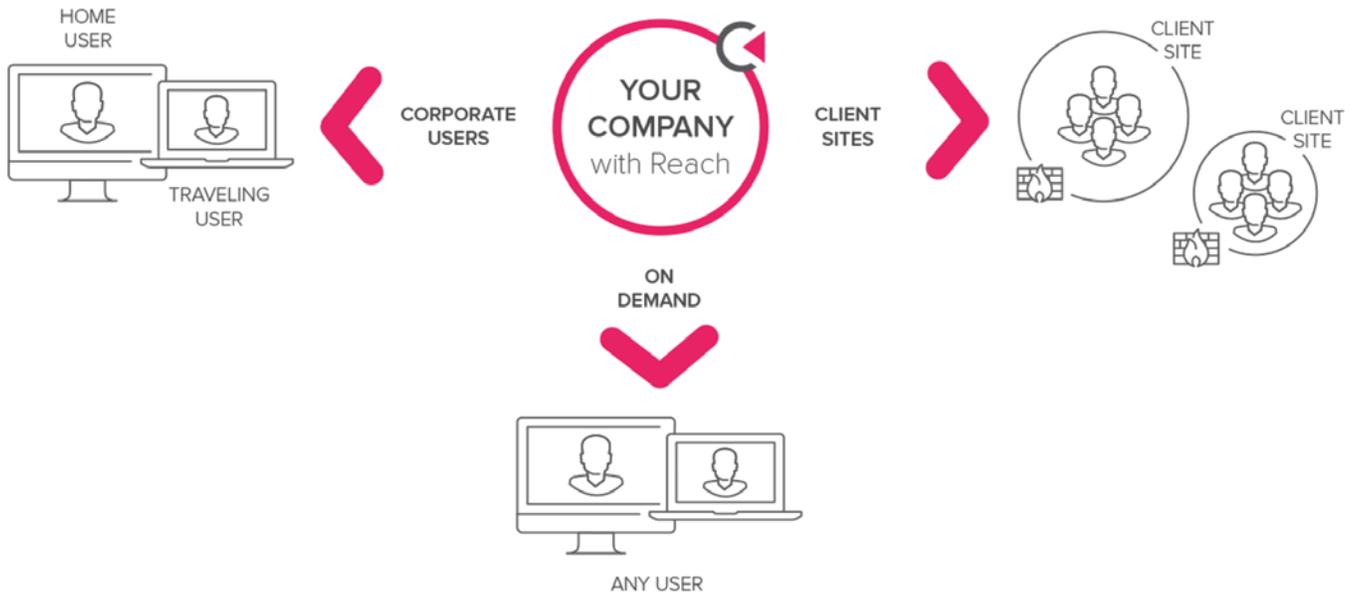
### AUDITING ADMIN ACTIONS

All actions taken using the Goverlan Reach service leave behind an auditable “paper-trail”. All remote control sessions are logged to include the technician, the end-user, the devices involved, every actions taken during the support session, and the date/time they were taken.

# KEY FEATURES

## MULTIPLE ACCESS MODES

Goverlan Reach is highly scalable and can be used to manage corporate networks, remote client sites and computer standalone nodes.



## Manage Corporate Users

Goverlan Reach Services can be used to remotely manage corporate users irrespective of their location - in the office, at home or on a business trip.

The Goverlan Reach client automatically detects if the user's machine is connected to the corporate network or a public network. This allows for seamless management of corporate machines as they transition from the internal network to outside of the organization. Management requests are automatically rerouted to the client's location allowing un-interrupted support of attended or unattended machines, irrespective of their location.

## Manage Client Sites

IT Services Providers or multi-site enterprises can benefit from easy access and management of all their client sites using the Goverlan Reach Services. All machines in a client site can be managed remotely using Goverlan Services once the site is configured with Reach; this applies even to client machines connected outside of their private network.

## Assist Any User On-Demand

Goverlan Reach can also be used for On-Demand support sessions. With On-Demand support sessions, any remote user can be supported once authorized by a simple approval process. On-Demand sessions are useful for corporate BYOD or application customer support environments.