HEIMDAL™
SECURITY

OPSWAT. CERTIFIED

Capterra ★★★★½ 4.5/5

2021 Computing Security Awards WINNER

AV comparatives

NETWORKcomputing AWARDS 2021 ★ WINNER ★ CLOUD DELIVERED SECURITY SOLUTION OF THE YEAR

vb 100 VIRUS vrusbtn.com

Gartner peerinsights ★★★★★ 4.8/5

Heimdal™ Security Product Sheet

Heimdal™
Remote Desktop

Remote Access and Support Tool.

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Anything. Anywhere. Anytime.

Heimdal™ Remote Desktop is a unique approach to remote access & control, sporting a proprietary inter-device, data-transmission engine to circumvent Microsoft's RDP and bridge the non-Windows device communication gap.

Unique, flexible, and accessible

Remote Desktop will enable you to offer remote support to your employees or customers without having to rely on proprietary remote access tools or purchase additional remote desktop licenses.

Unlimited remote sessions

Heimdal™ RD supports two session types – attended and unattended. In an attended session, the supporter-initiated session can commence only on end-user approval. Accounts for most of the remote support sessions. Unattended sessions are pre-approved (i.e., user not interrogated on session initiation) and mostly employed to force-push GPs, modify server-side configurations, uninstall unstable software on the end-user-side, or other jobs that do not necessarily require the user's approval.

With Heimdal™ Remote Desktop you will be able to:

Connect with any endpoint, regardless of operating system, and provide support from anywhere in the world via dashboard or agent.*

Full features tables:

Multi-platform support: dashboard-to-agent (Windows, Windows Server, Android, MacOSX), agent-to-agent (Windows, Windows Server), dashboard-to-no-agent (Windows, Windows Server, Android, MacOSX, iOS).

Multi-sessions. A supporter can initiate two or more remote sessions from the dashboard or agent.

Transfer remote session. A supporter can transfer the remote session to another supporter. The second supporter must be validated and appointed supporter in the same GP as the first supporter.*

Invite additional supporters. A session can support more than one supporter. Only a supporter can invite additional supporters.*

Screen sharing. In-session screen-sharing options include keyboard and mouse control and tweaking the streaming quality.

File and content sharing. RD supports pre-approved and user-approved file transfers. An event log can be activated during or after the session to review all transfers.

Video Recording. Enforce video recording for active sessions.

Audit log. At session end, a backlog is made available.

Secure connection with MFA and RSA 2048/4096-bit public/private key exchange to negotiate a final symmetrical AES 256-bit end-to-end encryption.

Remote Desktop will empower you to:

✓ Fast-track software installation on any device, regardless of network status, availability, time zone, or operating system.

✓ Host multi-supporter sessions. Invite another supporter to the same session to solve the issue faster.*

✓ Unlock unlimited remote sessions without additional licensing.

✓ Connect across operating systems. Remote Desktop supports inter-device communication between Windows, Macintosh OSX, iOS, and Android.*

✓ Powerful collaboration and content-sharing features. Remote Desktop by Heimdal™ allows for screen-sharing, clipboard-sharing, content-sharing, ultra-high- quality streaming, and more.

✓ Web- and application-based. Remote sessions can be initiated from the web-hosted Heimdal™ Unified Dashboard or from the dedicated application.

Heimdal™'s Remote Desktop is an integrative approach to remote support and access technologies. Over the web or from the agent, the solution can be utilized to resolve various IT support needs. Privileged Access Management (PAM) integrations enable the supporter to assume full control over the session, without having to circumvent company-enforced policies.

* Features available in later versions. Currently supporting Windows OS only

Scalable. Multifunctional. Secure

	HEIMDAL™ Remote Desktop	Market leader
Remotely connect to devices	✓	✓
Attended	✓	✓
Unattended	✓	✓
Agent-to-Agent	✓	✓
Control per device access via ACL	✓	✕
Dashboard-to-Any device	✓	✕
2FA / 3FA security on access	✓	✕
Session recording	✓	✓
Session transfer	✓ (**)	✕
Screen, Clipboard, File sharing	✓	✓
Full Audit trail of connections	✓	✓
Unlimited supporters (Per device licensing)	✓	✕
Windows	* | **	* | **
Windows Server	* | **	* | **
Mac OSX	* | (**)	* | **
Linux	* | (**)	* | **
Android	(*) | (**)	*
IOS	(*) | (**)	*

* Attended connections

** Unattended connections

(*) Supported attended

(**) Supported in future release

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