

Use case

Remote support

On-demand remote support

Enable your IT teams to securely connect to user workstations without complex software or wasted time.



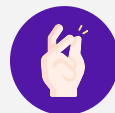
Challenges

Remote access solutions have become increasingly complex over the years. Unclear pricing, cluttered interfaces, inconsistent performance, security flaws, and difficult-to-reach support are all obstacles that waste valuable time for IT teams. These tools, which are supposed to simplify support, can become an operational constraint.

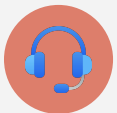
Reemo has identified the main challenges companies face today in terms of remote access:



Secure connections : Every single session must remain controlled, encrypted, and traceable, in all types of environments.



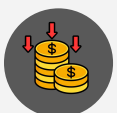
Intuitive use : Deploying, managing, and using a remote control tool should not require extensive training or configuration.



Responsive and human support : Teams need a reliable and responsive partner, not automated support prone to causing delays.



Smooth and stable experience : During their work, IT teams expect instant connection, as well as a clear and responsive image, without interruption or noticeable latency.



Cost control : Companies are looking for clear pricing, with no hidden options or add-ons and no dependency on rigid models.

Solutions

Reemo is rethinking remote support with an approach focused on reliability, simplicity and security. A sovereign, smooth, and easy-to-use solution designed for teams that prioritize efficiency over complexity.

Simple to deploy



Reemo On-demand support lightweight agent is installed **only on the employee's workstation**.



From **their browser**, the speaker logs into the employee's computer **via the Reemo platform**.



The user **approves the access request**, and their desktop background is hidden for enhanced privacy.

Simple to use

Easy to use platform

No unnecessary options

Minimal installation required

Total respect for **confidentiality**

Performance & steadiness

The Reemo protocol optimizes each image stream to ensure **instant responsiveness** for your IT teams, with a latency of **only 4ms** and smooth playback in **4K 60 FPS**.

ZTNA security by design



Reemo is **based on** Zero Trust Network Access architecture, ensuring **complete isolation between workstations**. Each session is end-to-end encrypted, complying with the most demanding industry standards, including **SOC2** and **ISO 27001**.

Reliable support

Our support team is made up of **humans**, not bots. We know that any support request can be critical : **every ticket receives a quick and personalized response**.

No surprise fees

Here at Reemo, everything is included : no hidden costs, no locked features. You get a **complete, simple, and transparent solution**.

Available for all types of architecture :

 Public Cloud

 Private Cloud

 On-Premise