



Splashtop SOS and ServiceNow® Integration

servicenow

Bronze Technology  
Partner



# Remote Support from within ServiceNow

## SPLASHTOP & SERVICENOW INTEGRATION

Splashtop has integrated with ServiceNow so your technicians can remotely support your users right from within ServiceNow, using the Splashtop On-Demand Support (SOS) service.

With the integration, you can initiate a remote desktop connection to your users' computers to provide support directly from within ServiceNow incidents, with just a few clicks! When the remote access session is complete, session information is automatically logged into the incident for future reference. Your users do not need to have any software pre-installed to connect.

Splashtop On-Demand Support is a solution optimized for IT support teams, helpdesks and MSPs looking for a best-in-class ad hoc remote support solution, with high performance and robust security.

## KEY FEATURES

- > Easily create a remote session to user's computer from within an incident
- > Take advantage of full Splashtop features during a remote session, e.g. file transfer, remote reboot, & share technician desktop
- > Automatically record session information into the incident
- > Remote sessions are fully encrypted

## GET IT NOW

Integration with ServiceNow available now! Certified App available in the ServiceNow Store: <http://bit.ly/sos-sn>. Licensed separately. Contact us at [sales@splashtop.com](mailto:sales@splashtop.com) for licensing.

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