



## Key Benefits:

- Remote Client Testing
- WebRTC Testing
- Remote ISP Speed Testing
- Remote LAN Device Discovery
- Remote Link Troubleshooting
- Remote Wireless Signal Strength
- Remote Wireless SSID Report
- Remote DSCP Loss Test
- Remote End-to-End Call Test
- Remote System Information Report
- Remote Web Performance
- Remote Web Screenshot
- Remote Process List

## Business Benefits

Many remote troubleshooting DEM solutions can tell you that there IS a problem, but lack the breadth and depth of information to identify WHERE and WHY the problem occurred. RemoteInsight focuses on gathering far more information than other products, providing you with all of the details of what's happening so the root-cause can be quickly identified and remedied. This dramatically improves MTTR since all of the relevant data can be collected when the event happens.

## Technical Benefits

RemoteInsight scripts can be modified to include testing and collecting a wide variety of information from the user's perspective. This means you don't have to do meetings with users, the information is automatically brought back to the TotalView server so remediation can be done without user interaction.