Splashtop

Secure remote access & remote support solutions

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![Splashtop logo] **splashtop**®

An in-person experience users need, with security that IT can trust!

Amsterdam
(EU HQ)

Silicon Valley
(HQ)

California
(NA Data Center)

Frankfurt
(EU Data Center)

Tokyo

Hangzhou

Taipei

Singapore

About Splashtop

$1 BILLION
Company Valuation
(Unicorn)

30+
million users

800+
million sessions

2000+
5-star reviews

85%
of Fortune 500 companies
use Splashtop as of 2021

200k+
corporate
accounts

93
NPS score - the highest
rating in the industry

BEST VALUE
no annual
price increases

30k+
MSPs in the
US supported

About Splashtop:
Secure Remote Access and Support

An in-person experience users need, with security IT can trust

High performance you require

4K quality at 60fps with enterprise-grade reliability and scalability

Security you can trust

Two-factor authentication, single sign-on, device authentication and SOC 2, GDPR, CCPA and HIPAA compliance

Simplicity you want

One intuitive application for seamless access and support FROM and TO Windows, Mac, Linux, iOS and Android

Support when you need it

Talk directly to an expert via phone or chat with our instant global support, regardless of company size

Transparency you expect

Transparent pricing No hidden cost, no contract cancellation window, no annual price increases.

EU Datacenter | GDPR Compliant | Trusted by 30M+ users | Live support

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What Splashtop offers?

Small and medium business

Splashtop Business Access
Hybrid work use case:
Professional individuals and teams can access work computers from anywhere

Splashtop SOS
Remote support use case
Remote support for IT, support and help desk teams with attended access and optional unattended access.

Splashtop Remote Support
Unattended support and management use case
Unattended remote access, endpoint management and monitoring software for MSPs.

## Mid-market and enterprise

Splashtop Enterprise
All-in-one remote access and remote support solution with flexible end-user and technician licensing.

- Enterprise-class features like SSO integration, granular privilege control, group-based access permission, scheduled access, USB device redirection, remote microphone, and more

- Cloud and on-premise deployment

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Splashtop for remote support (add-hoc & managed)
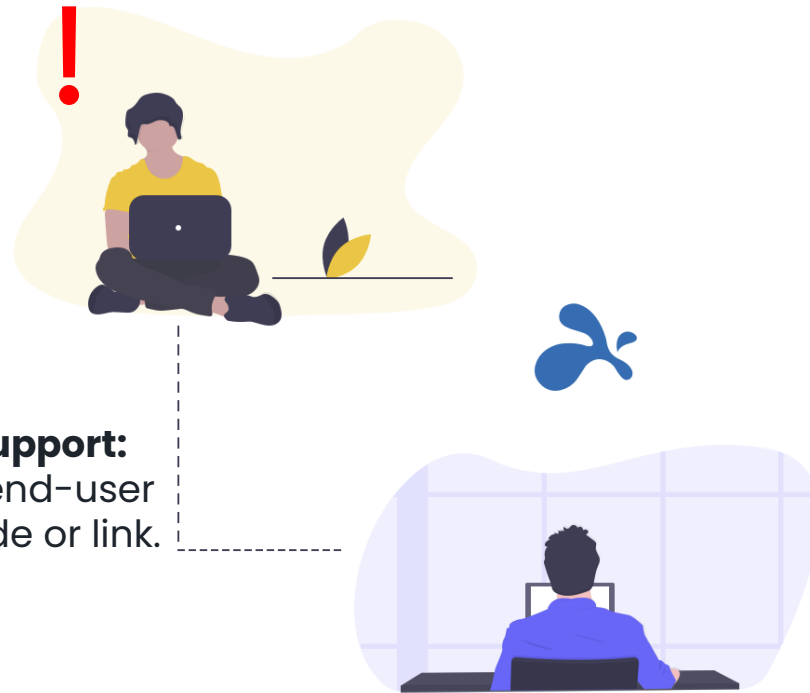
Attended on-demand support:
Technician connects to end-user devices via a session code or link. No installation required.

Remotely control Windows, Mac and Linux computers from any computer or mobile device
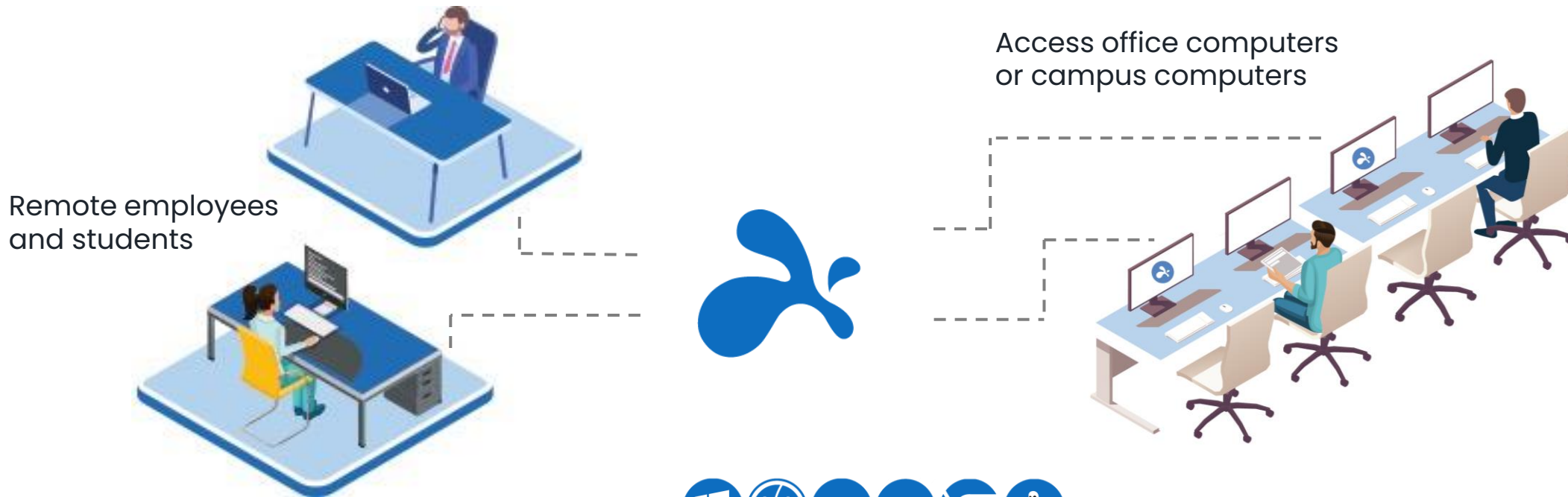
Splashtop Enterprise ✓
★★★★★ TR Score 9.5 out of 10
488 Reviews and Ratings • Remote Desktop

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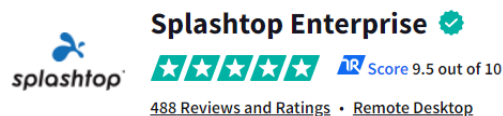
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Splashtop remote access for the hybrid workforce

Remote employees and students can access work computers instantly, from anywhere.

Access office computers
or campus computers

Remote employees
and students

Splashtop Enterprise ✔
★★★★★ 🟦 Score 9.5 out of 10
488 Reviews and Ratings · Remote Desktop

Remotely control Windows, Mac and Linux
computers from any computer or mobile device

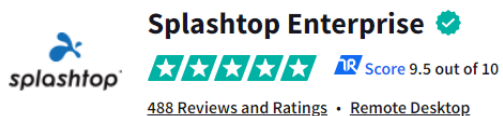EU Datacenter | GDPR Compliant | Trusted by 30M+ users | Live support

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Who uses Splashtop?

30 million customers ~ 200,000 of businesses	TOYOTA Let's Go Places · HARVARD UNIVERSITY · AT&T · GE · UPS · Disney
The remote access solution of choice bundled with leading RMM solutions	datto · NAVERISK Technology Management Solutions · ninja RMM · ivanti ONE CERTIFIED · ATERA
Integrations with leading ITSM / Service Management solutions	servicenow · freshworks · zendesk · spiceworks
Splashtop is the best remote support software for rugged & IoT	ZEBRA · Honeywell · SAMSUNG · Panasonic

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How IT is navigating the changing work environment

82%

of IT leaders work longer hours in general due to the implementation/ managing a hybrid workforce

35%

of IT leaders recognise hybrid working has made their job harder due to increased complexity of team locations and numerous devices

42%

of ITDM's think work is more enjoyable as a result of the lack of stress they feel with the right remote technologies in place

EU Datacenter | GDPR Compliant | Trusted by 30M+ users | Live support

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Trust in technology security

- Increasing number of devices & BYOD

- Businesses turned to VPN and RDP to enable remote work

- Unlike RDP, remote access software comes with built-in security features like:
  - Single Sign On (SSO)
  - Multi Factor Authentication (MFA)
  - device authentication
  - automatic infrastructure updates to keep updated with security standards

- Data protection to protect company data and personal data

- The cost of a data breach expressed in revenue and reputation

935%

Increases in ransomware hits in 2021

COMMON TARGETS

Retail, education, manufacturing, healthcare, financial services

10%

Ransomware is part of 10% of all breaches and doubled in frequency in 2021

37%

Approximately 37% of global orgs said they were the victim of some form of ransomware attack in 2021

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47% of IT decision makers said that remote access tools give them greater flexibility about where they can work.

30m Workers on average are save up to 70 minutes a day –but then putting in about 30 extra minutes of work a day

66% of workers would select a company that offered employees the choice of computing device over one that doesn't.

The flexibility to prepare for change and adapt rapidly

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Remote Support Trends of 2022

- The flexibility to prepare for change and adapt rapidly to support the increased type of devices

- Improving the employee experience with easy-to-use tools

- Trust in technology security

- Implementing a sustainable and cost-efficient model

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Implementing a sustainable and cost-efficient model

✓ Full transparency on pricing

✓ No annual price increase

✓ No contract cancellation window

✓ Best-in-class remote access and remote support solution

✓ Free world-class live customer support regardless of company size

>50% of all prospect inquiries are related to annual price increases of competitors

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