CYBERSECURITY INNOVATIONS POWERED BY AI

V-MOTE
Monitor · Access · Resolve

Remote Monitoring & Management (RMM)

RMM is best positioned as a proactive IT operations and endpoint-management platform: it continuously monitors distributed devices, detects issues, and enables IT teams to remediate them remotely and automate routine administration.

THE CHALLENGE

Top 5 Industry Challenges — If RMM Is NOT Implemented

- **Reactive IT Support & Unplanned Downtime** - Without continuous monitoring, IT teams often discover problems only after users or business applications are affected. This increases downtime, productivity loss and SLA breaches, particularly across distributed locations.
- **High IT Operational & Support Costs** - Technicians spend significant time on manual troubleshooting, routine maintenance and physical site visits. As endpoint numbers grow, support requirements can increase faster than the IT team's capacity.
- **Poor Endpoint Visibility** - IT teams lack a centralized, real-time view of device health, performance, software inventory and infrastructure status. Unknown or unmanaged devices create operational blind spots and make troubleshooting slower.
- **Delayed Patch & Maintenance Activities** - Manual patching and updates can leave systems inconsistent, vulnerable or dependent on technician availability. Patch-management delays can increase exposure to known vulnerabilities and create compliance challenges.
- **Difficult Management of Distributed Infrastructure** - Branches, remote workers, ATMs, kiosks, servers and geographically dispersed endpoints are difficult to manage through on-site support alone. Scaling the IT environment therefore increases complexity, travel requirements and response times.

KEY BENEFITS

1. Proactive Issue Detection
Continuous monitoring identifies abnormal CPU, memory, disk, connectivity and system conditions before they become major incidents.

2. Reduced IT Support Effort
Remote troubleshooting eliminates many physical interventions and allows technicians to diagnose and resolve issues centrally.

3. Automation of Routine Operations
Patch deployment, software updates, scripts, health checks and maintenance activities can be scheduled and automated across endpoint fleets.

4. Faster Incident Resolution
A centralized dashboard provides technicians with endpoint health data and remote-control capabilities without requiring physical access.

5. Scalable IT Management
One centralized RMM platform can manage large, geographically distributed endpoint environments using standardized policies and automation.

KEY CAPABILITIES

One Unified Agent

01 Remote Access & Control

- **Live Remote Control -** View and control a remote desktop in real time — mouse, keyboard, and full screen visibility from any browser.
- **Flexible Access Modes -** Connect with one-click user approval for live support, or pre-authorize a device for unattended access when no one needs to be present
- **In-Session Chat -** Message the person at the keyboard directly during a live session, without leaving the remote-control view.
- **Session Recording -** Record any remote-control session on video and play it back later for review, training, or compliance.

02 System Management Tools

- **Remote Terminal -** Open a live PowerShell or Command Prompt session on the remote device for hands-on troubleshooting.
- **File Manager -** Browse the remote file system and transfer files to or from the device with visible progress.
- **Bulk File Download -** Jump straight to a known folder path, multi-select files, and download them all with individual per-file progress — built for high-volume, scheduled file retrieval workflows.
- **Service Manager -**View, start, stop, and restart Windows services on the remote device without opening a terminal.
- **Remote Script Execution -** Run PowerShell or Command Prompt scripts on demand and stream the output back live, with support for running multiple commands in one authorized session.
- **Remote Reboot -** Trigger a scheduled restart with advance notice to the device user before it happens.

03 Live Monitoring & Alerting

- **Live CPU & Memory Graphs -** Real-time performance graphs update every few seconds, right from the device list — no session required.
- **User Presence Detection -**See at a glance whether a device is actively in use, sitting idle, or locked.
- **Device Inventory -** Automatic snapshot of OS version, CPU, RAM, local IP address, uptime, and the currently logged-in user.
- **Configurable Threshold Alerts -** Get notified when CPU or memory usage stays above a set threshold for a sustained period, with alerts that clear automatically once resolved.

04 Audit & Compliance

- **Full Session History -** Every session — who connected, when, to which device, and how it ended — is logged and searchable.
- **Session Playback -**Recorded sessions can be reviewed frame-by-frame directly in the browser, no external video tools needed.
- **Access Transparency -** Even pre-authorized sessions notify the device user when a technician connects — access is never fully silent.

05 Deployment & Architecture

- **Lightweight Agent -** A small, framework-dependent Windows agent with minimal footprint — no bulky installer or heavy runtime bundled in.
- **Auto-Start & Persistence -** The agent relaunches automatically at every logon and survives reboots, with built-in protection against duplicate instances.
- **Modern Web Console -** Technicians work entirely from a browser-based dashboard — no console software to install or maintain.
- **Secure Relay Architecture -** All traffic is brokered through a central relay, so technicians and endpoints never connect to each other directly.

KEY CAPABILITIES

One Unified Agent

The features below are on our near-term roadmap and are not yet available in the current release.

01 Asset Management

- **Ticket & Incident Management** - Automatically create tickets from RMM alerts, assign technicians, set priorities, track SLA, and manage incident resolution.
- **Service Request Management** - Allow users to raise requests such as software installation, access requests, password resets, and hardware requirements through a service portal.
- **IT Asset & Configuration Management (CMDB)** - Maintain complete asset information—devices, hardware/software inventory, users, network details, warranty and relationships between IT assets.
- **Change & Patch Management** - Create, approve, schedule and track changes such as patches, software deployments, configuration changes and maintenance activities.
- **SLA, Automation & Reporting** - Define SLA policies, automate ticket escalation and technician workflows, and provide dashboards/reports for response time, resolution time, technician performance and recurring issues.

02 Flexible Deployment (Agent-Based & Agentless)

- **Windows Update Visibility -** See which security and OS updates are installed, pending, or missing across your fleet.
- **Scheduled & On-Demand Patch Deployment -** Push OS updates to devices immediately or on a defined schedule.
- **Patch Compliance Reporting -** Track which devices are fully up to date and which are falling behind, at a glance.

ADD-ON AVAILABLE

Need 24/7 coverage? Add Velox MDR.

- India-based SOC analysts, 24×7×365
- 15-minute SLA for critical incidents
- Seamless activation — no new agent required

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Velox Solutions is a Global cybersecurity OEM delivering advanced, AI-powered technologies that strengthen Security Operations and enterprise resilience since 14+ years. Our solutions enable faster threat detection, automated response, and deep visibility across users, endpoints, and infrastructure. Leveraging AI-driven SIEM, SOAR, and behavioural analytics, Velox builds proactive, intelligence-led SOC environments, empowering government and enterprise sectors to stay ahead of evolving cyber threats.

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