

islonline

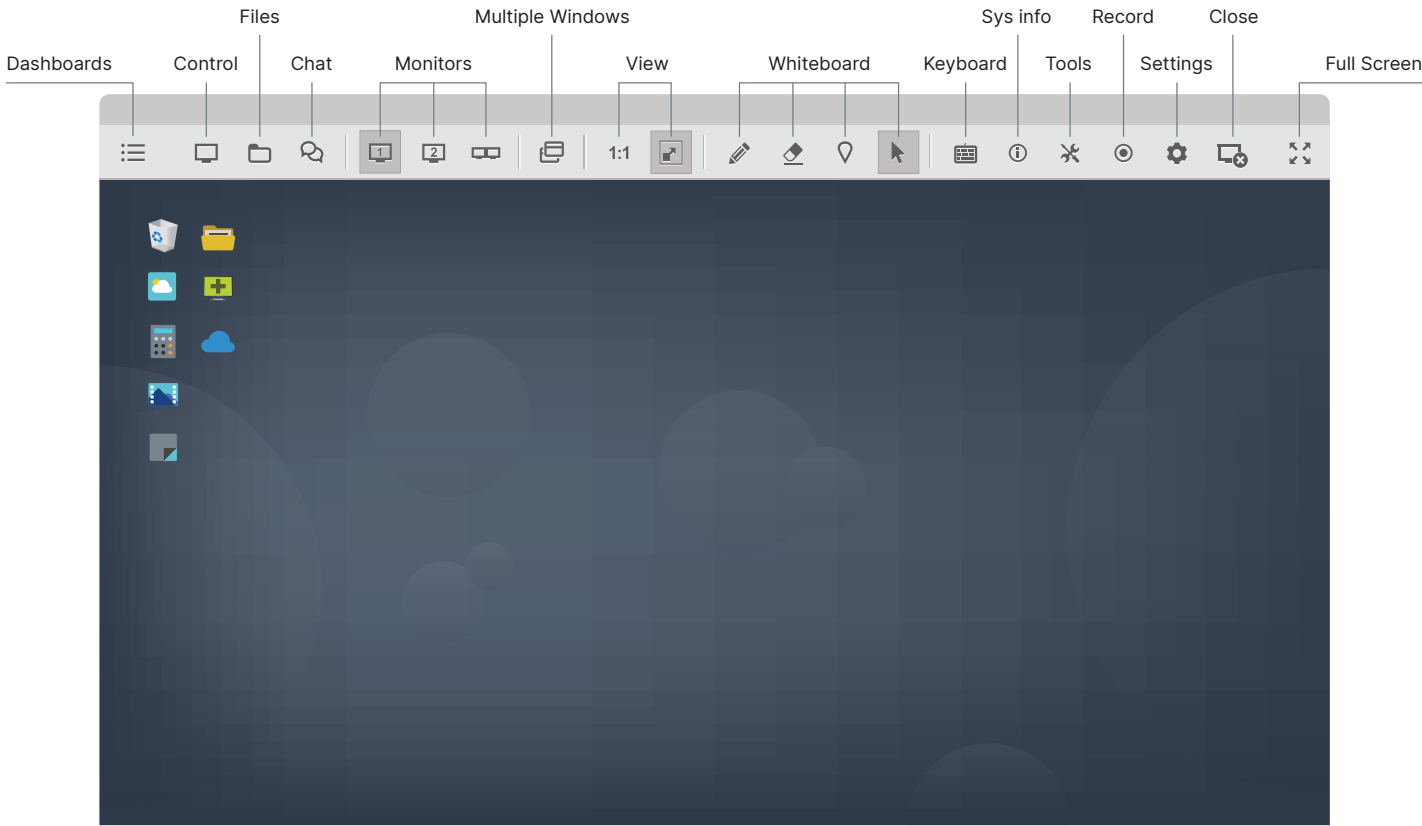
Remote Desktop Software





The Most Reliable Remote Desktop Software

ISL Light is designed to provide seamless, secure connections for IT professionals and support teams. Whether assisting customers with technical issues or managing remote devices with unattended access, ISL Light offers a robust solution with a user-friendly interface.



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Why choose ISL Online?



Security

We implement the highest security standards, including ISO 27001, due to a long-term cooperation with governmental and enterprise customers.



Reliability

We guarantee 99.5% uptime for our cloud solutions. We undergo strictest penetration tests and Japanese quality assurance.



World-class Support

Our customer support is very responsive and efficient, we achieve highest user ratings for the quality of support.



Flexible Licensing

ISL Online offers flexible license plans tailored to fit your remote support needs, from single-user to enterprise-level solutions. Cloud and on-premise licenses.



Trustworthy

We have been developing remote desktop software since 2001.



"Our ISL Online license does not limit the number of users, workstations or simultaneous active connections. This is of great importance as we can use the same remote support software for all supporters at all levels."

System Manager
Konica Minolta Business Solutions Europe GmbH



Remote Support

Simply start a remote support session and ask your client to join it. View and control the client's device to provide technical assistance effortlessly.



Remote Work

Securely access your office computer from home or while on the go. Screen sharing technology enables you to efficiently work remotely at any time, from anywhere in the world.



Remote Access

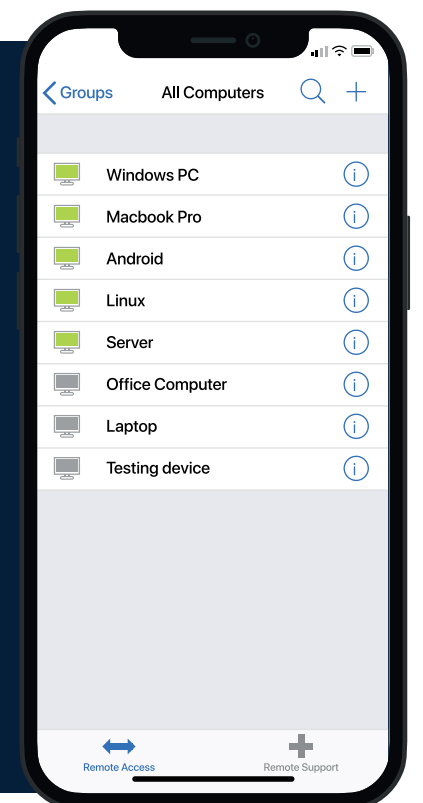
Access and securely manage your unattended remote devices from anywhere, ensuring you remain productive and connected at all times.



Remote Sales

Boost sales by sharing your screen with potential customers. Present your products or services in real time, offering an engaging and interactive sales experience.

REMOTE SUPPORT ACCESS WORK



Success Stories

See how companies like yours manage remote devices and provide remote support to their customers and employees with ISL Online software. Learn from their experiences and move your business forward.



Konica Minolta

Industry: Professional printing devices

Regions: Europe, Central Asia, the Middle East and Africa

Employees: 41,600

Benefit: 80% of technical issues resolved through ISL Online



Singtel Satellite

Industry: Telecommunications & customised satellite solutions

Country: Singapore

End users: over 10,000 ships

Request: reliable remote support on 64 kbps stream or below



Nissay

Industry: Life Insurance

Country: Japan

Employees: 70,714

Number of clients: 15 million

Challenge: Extend digital transformation across sales operations

Benefit: 4x increase in sales-client consultations



Mitsubishi Chemical Systems

Industry: Chemical

Country: Japan

End users: 32,000 employees

Request: Fast and reliable remote support within their Intranet (VPN)



KONICA MINOLTA



MANGO



thyssenkrupp



SUZUKI



NISSAY



TotalEnergies



proximus

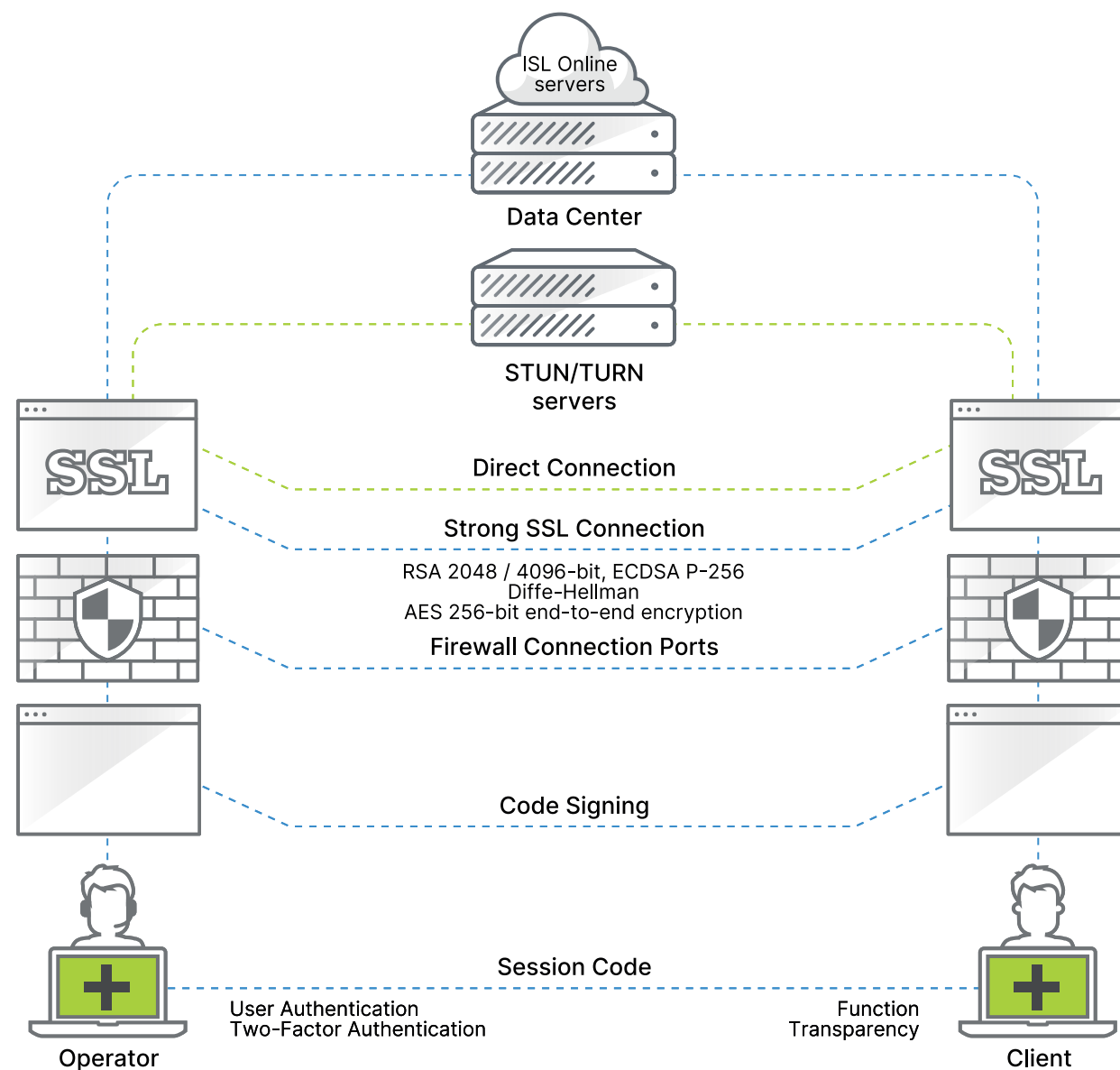


AIRBUS

CASIO

Top-Tier Security with End-to-End Encryption

ISL Online guarantees top-tier security with end-to-end encrypted (E2EE) data transfer between operators and clients, using RSA 2048/4096-bit key exchange and AES 256-bit encryption. Our platform is certified under ISO/IEC 27001:2022, the global standard for information security management systems, ensuring rigorous risk management and data protection.



AES 256-bit Encryption

Regardless of the connection type (Standard Connection or Direct Connection), the content of the Remote Desktop Data Stream between the local and remote computer is transferred through a secure tunnel, protected by symmetrical AES 256-bit end-to-end encryption, to meet the highest security standards.

ECDSA P-256

ECDSA P-256 is employed for negotiating encryption keys when establishing a Direct Connection between endpoints. This method ensures that the session contents can be securely transmitted directly between the endpoints without being relayed through the ISL Conference Proxy (ICP) server.

ISO 27001

ISL Online complies with ISO/IEC 27001:2022, the global standard for information security management systems (ISMS). This certification demonstrates our commitment to managing data security risks, ensuring that we follow best practices and principles to protect your data comprehensively.



RSA 2048/4096-bit

RSA 2048/4096-bit encryption is used for establishing secure connections and verifying the identity of the ISL Conference Proxy (ICP) server. This ensures that the initial Server Connection is secure and authenticated.

Diffie-Hellman Key Exchange Encryption

The Diffie-Hellman cryptographic algorithm is utilized to negotiate AES 256-bit symmetric encryption keys, providing a secure method for key exchange and ensuring the confidentiality of the connection.

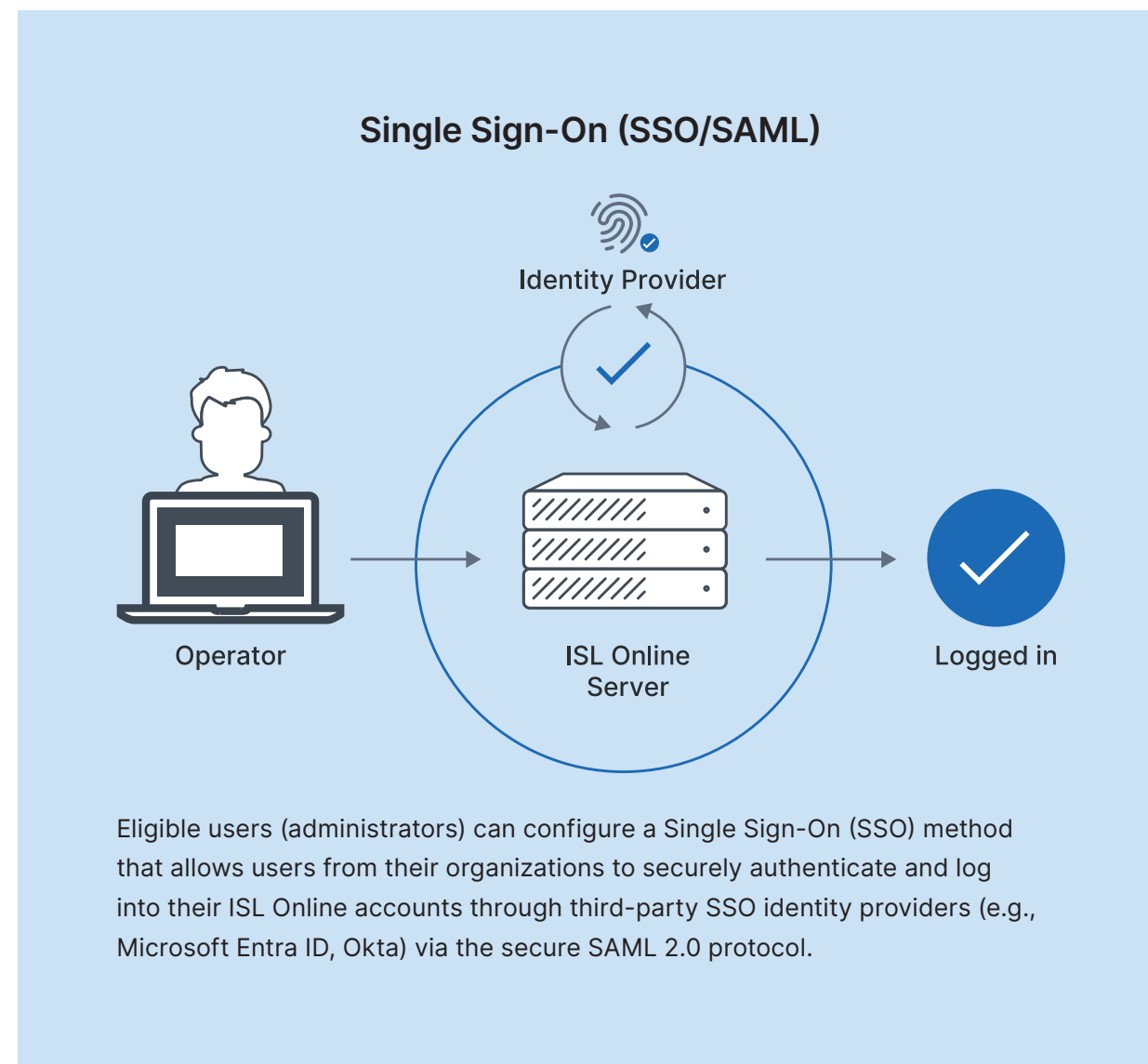
ISO 14001

ISL Online is committed to complying with European environmental laws and the ISO 14001 standard to preserve the environment for future generations. Our software enables users to reduce travel by working remotely, thereby minimizing their environmental impact.



Manage Your Users Centrally

ISL Online enables simple and secure user management by integrating with external user directories such as Microsoft Active Directory, NetIQ eDirectory, LDAP, or RADIUS, or by relying on identity providers (IdPs) like Microsoft Entra ID (formerly Azure AD), or Okta. These providers manage user identities, credentials, and access rights.



Two-Factor Authentication

Two-factor authentication (2FA) is an extra layer of security to protect your ISL Online account. When 2FA is enabled, users must provide a second factor (a one-time passcode) in addition to their password to log in successfully. Various methods are available, including phone, email, authentication apps, and FIDO U2F security keys by Yubico.

Allow / Deny List

Prevent any misuse of remote desktop software in your company by creating allow and deny lists, which restrict the use of ISL Online software within your organisation. You are able to limit the data access to ISL Online servers based on the IP and/or MAC addresses.

Restriction of Features

With ISL Online, the account admin can assign its domain users different rights and limitations, including allowing or disabling access to specific computers. For each individual user you can also set a maximum number of concurrent sessions, disable rights to use audio, video, remote printing, file transfer, and desktop sharing.



"General security is excellent, as ISL Online applies end-to-end AES 256-bit encryption to all sessions."

PC Pro, Issue 361, October 2024

Support with a Custom Look

Apply your branding and tailor ISL Online to fit your workflow.



Logo and Colors

Add your logo and customize colors, change application names, icons, and key visuals to personalise the look and feel.

Command-Line Arguments

Adjust workflows and application layout with command-line arguments.

ConnectBox

You can add a ConnectBox to your site and ask the client to join a session through your website. ConnectBox is a simple form where the client can enter the session code and click Connect.

Branded Access Point

Create a custom webpage showcasing your logo, links, and colors, which you can use to invite your clients to join a remote support session.

Build Into Your Product

ISL Online offers OEM solutions that enable seamless integration of their remote desktop technology into your products. This allows you to customize the software with your branding, deploy remote access agents to your endpoints, and facilitate direct connections from within your platform. ISL Online technology powers remote control features in leading Remote Monitoring and Management (RMM) platforms, providing a robust and secure solution for your remote support needs.



Connect via RDP / SSH

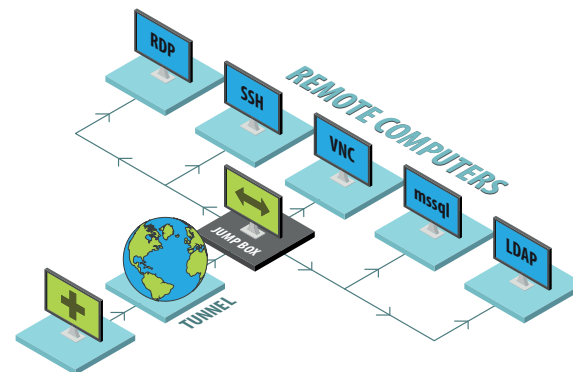
Seamlessly route Microsoft Remote Desktop Protocol (RDP) or Secure Shell (SSH) sessions between your local computer and unattended computers running in the remote network without using a VPN or making any firewall changes.

Remote Desktop Protocol (RDP) is a proprietary protocol developed by Microsoft. It allows a connection to a PC running on the same Local Area Network (LAN). Since an RDP connection is peer-to-peer, direct access to the remote PC via LAN is required. If a PC is running outside of the LAN, in order to connect to it a VPN would need to be setup or port forwarding configured on the router/firewall.

ISL Online allows an RDP connection to be established to a Windows computer in a remote network without VPN tunnelling or any firewall changes.

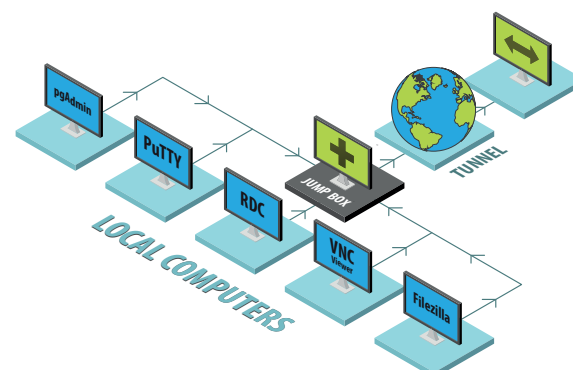
Jump to Remote Computers

Computer running ISL AlwaysOn can additionally serve as a jump box, forwarding the connection to any other computer and port in its Local Network. In this way you only need one computer running ISL AlwaysOn to access any computer in the remote network.



Jump Box for Local Computers

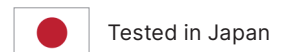
Jump box functionality can be enabled on your/local side as well. In this case your computer will serve as a jump box for your local network, allowing any computer in your network to connect to the remote computer running ISL AlwaysOn.



About

ISL Online is one of the pioneers in the remote desktop software industry. Since 2001, we have been delivering secure and reliable software to IT professionals and help desk technicians, from small and medium-sized businesses to Fortune 500 companies.

ISL (Internet Services Layer) software enables users worldwide to remotely support customers or access unattended computers and mobile devices. ISL Online is recognized as the leading remote desktop software provider in Japan.



Customer Focus

We put our customers at the center of everything we do, and work hard to deliver solutions that meet their unique needs and exceed your expectations.

Integrity

We believe in doing the right thing, always, and are committed to transparency, honesty, and ethical business practices.

Our Locations

Our company is headquartered in the heart of Europe with offices in Germany, Slovenia, Switzerland and the United Kingdom. Together with Authorized Partners from the United States, Asia/Pacific, Middle East, Africa and Latin America we serve customers virtually anywhere in the world.



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