



OVERVIEW

Accops™ Huddle is a secure, on-premises remote meeting tool designed specifically for IT helpdesk teams to provide efficient remote support to end users. Huddle works in isolated networks without internet dependency, making it ideal for government and critical infrastructure organizations that require high-security environments. The solution supports various operating systems, including Windows, Linux (Ubuntu, CentOS, Bharat OS), macOS, ensuring compatibility across diverse IT environments. All traffic between PC and Huddle servers is encrypted using the latest encryption ciphers and 256-bit keys.

KEY FEATURES & CAPABILITIES

Core Functionality

- **Web-Based Solution:** Browser-based remote support without client-side installation
- **Desktop Sharing:** Real-time screen sharing with optional remote control
- **Screen Sharing:** Instantly share screens across devices and operating systems
- **Reboot and Reconnect:** Remotely reboot devices and automatically reconnect sessions
- **Multi-party Sessions:** Support for up to 25 participants per meeting
- **Voice Chat:** Integrated voice communication during remote sessions
- **File Transfer:** Secure sending and receiving of files during remote sessions
- **Bandwidth Optimization:** Intelligent network usage management
- **Session Recording:** Record and store activities performed during remote sessions
- **Schedule Sessions:** Capability to schedule remote support sessions in advance
- **Remote Printing:** Print from remote sessions to local printers

Security & Compliance

- **Controlled Access:** Only authorized admins can initiate sessions
- **Secure Encryption:** End-to-end SSL and AES 256-bit encrypted communications
- **Air-Gapped Support:** Functions in isolated networks without internet

Accops Systems Private Limited

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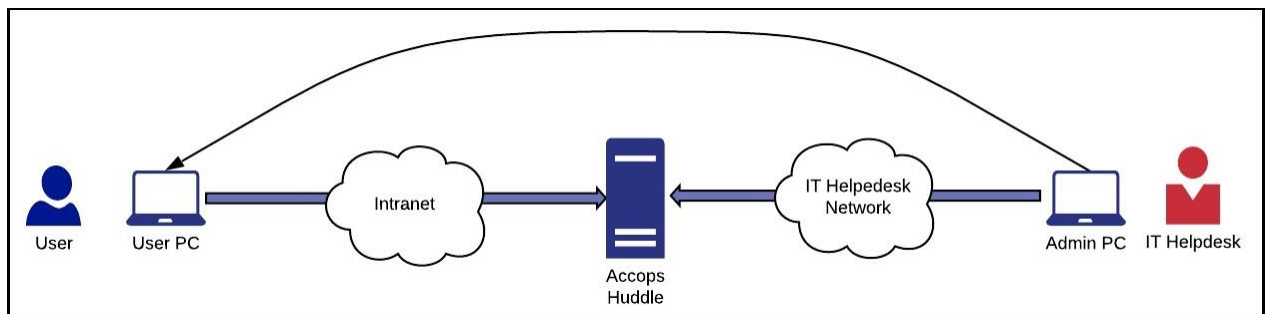
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- **Comprehensive Audit Logs:** Track all support interactions
- **Device Binding:** CPU, motherboard, and hard drive binding
- **Role-Based Access:** Granular session access controls
- **Firewall Friendly:** No additional firewall configuration required for access
- **MFA Support:** SMS, email, biometric, facial auth, TOTP, password-less
- **No External Communications:** No contact with internet-based services

Deployment & Integration

- **On-premise Solution:** Virtual or physical infrastructure deployment
- **Active Directory & SSO Integration:** Seamless user authentication
- **Native User Integration:** Workgroup user support
- **VPN Compatibility:** Operates on remote VPN networks
- **Seamless Integration:** Works with webVPN and internet isolation solutions
- **Customization:** Brand, logo, and text message personalization



TECHNICAL SPECIFICATIONS

Specification	Details
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Licensing Model	Perpetual (works even after the support period expires)
User Licensing	Per concurrent user (perpetual and subscription)
Platform Type	Server-based, on-premises deployment
Max Participants	25 per session with total admin participation
Supported OS	Windows (7, 8, 10,11 & Latest Server OS), Linux (Ubuntu, CentOS, Bharat OS), macOS
Access Methods	Web browser or lightweight agent
Updates & Support	Patches, bug fixes, and version upgrades within the support period. Installation in Off-Line mode.
Solution Type	MII-based solution
Implementation	Direct OEM implementation and training provided

ENTERPRISE ADVANTAGES

Remote Support Excellence

- **Instant Help Requests:** Users can quickly initiate support sessions
- **Multi-Screen Navigation:** Seamless switching between multiple remote and host displays
- **Connection Reporting:** Comprehensive reporting server included
- **Enterprise Secure Browser:** Included with remote support software
- **Inactive Session Timeout:** Automatically terminate sessions after defined idle period
- **Concurrent User Sessions:** Support multiple users simultaneously

Collaboration Tools

- **Communication Tools:** Text, audio, and video chat support
- **Team Chat:** Communication between support staff
- **End User Chat:** Direct communication with users
- **Session Chat:** Real-time text chat support during remote sessions
- **Session Handover:** Transfer control between support team members
- **Role Reversal:** Switch sides with partner for better support
- **Reverse Remote Control:** Take or grant control as needed

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Security Benefits

- Eliminates dependency on high-risk third-party remote tools
- Ensures compliance with cybersecurity regulations
- Maintains operational support in isolated environments
- Provides comprehensive security oversight with audit capabilities
- Supports MFA traffic after WebVPN initiation
- Pre-built integrations with leading ITSM and contact center solutions
- Enables support for Intranet users without relying on freeware or Internet-based services
- Accommodates specialized OS environments, including Linux and Bharat OS

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