



## ReX Remote-E2E

### Digital-First Support

Empower Your Support Operations with Real-Time Insights for Unmatched Customer Satisfaction.

Our cutting-edge module revolutionizes customer support operations with digital-first service capabilities. Providing agents with a real-time comprehensive view of connectivity and system status empowers proactive issue identification and resolution, ensuring maximum uptime and user satisfaction. Seamlessly integrating into the ReXRemote dashboard, ReXRemote-E2E™ offers unmatched visibility, insights, and controls for optimizing support operations comprehensively. Monitoring end-to-end per-user data it delivers profound insights into customer needs, enabling personalized and efficient support that exceeds expectations.

### SEAMLESS INTEGRATION

It seamlessly integrates with the ReXRemote dashboard, providing unparalleled visibility, insights, and controls, enabling optimization of support operations from various perspectives.

### END-TO-END MONITORING

The platform provides detailed remote end-to-end performance and quality visibility into hybrid worker applications, network, and local ISP performance from the hybrid user's perspective.

### PROACTIVE RESOLUTION

Empowers agents to proactively identify and resolve problems, minimizing disruptions to the customer experience and ensuring a seamless service delivery.



## ReXLytics Remote Software Cloud Service

*Remote Access Intelligence*

With ReXRemote™, IT professionals gain unprecedented insights into application, network, and local-ISP performance from the perspective of remote users. Our platform empowers you with the tools to monitor and optimize the performance of your remote workforce, ensuring seamless operations.

Our comprehensive dashboard lets you dive deep into the most important performance metrics. Gain real-time visibility into application response times, network latency, and local ISP connectivity issues. Identify bottlenecks, diagnose performance gaps, and proactively address potential issues before they impact productivity. ReXRemote™ goes beyond monitoring. Our platform enables you to take actionable steps to enhance remote work performance. With granular data at your fingertips, you can make informed decisions to optimize network configurations, troubleshoot application performance, and improve the overall remote work experience.

We understand that IT professionals need a robust solution tailored to their unique challenges. That's why ReXRemote™ is designed with your needs in mind. Our platform seamlessly integrates with your existing IT infrastructure, ensuring a smooth implementation process. Plus, our user-friendly interface and intuitive analytics make it easy for you to extract actionable insights and drive meaningful improvements.

Experience the power of ReXRemote™ and unlock the full potential of your remote workforce. Elevate productivity, enhance user satisfaction, and drive business success in the remote work era.

### Get Started

Ready to take your remote work performance to the next level? Contact us today to schedule a personalized demo and see firsthand how ReXRemote™ can revolutionize your IT operations.