Proxy Networks Inc., a leading provider of on-premise remote desktop software for helpdesks and IT administrators has announced the availability of PROXY Air, a new hosted remote desktop-as-a-service platform. For those looking to move away from on-premise remote desktop software tools or are without the means to self-host, Proxy Networks offers a simple and effective service designed for on-the-fly support sessions and also a dedicated variant that adds grouping, user management capabilities, screen recording & playback and more. Continue reading to learn the differences between the standard and dedicated PROXY Air services.

Overview: PROXY Air

The standard PROXY Air service provides fast, reliable and easy-to-use instant screen sharing for helpdesks and IT departments without pins, passcodes or puzzles. Each subscriber receives their own brandable landing page with two simple buttons. The "Share my Desktop" button launches the Host on Demand (client) to allow the computer to be remotely controlled. A tech would use the "Find a Desktop" button to log in, then view and connect to machines running the Host on Demand client with connection permission granted by the end user. The Host on Demand can be closed and removed by the end user at any point.

Overview: PROXY Air Dedicated

To the standard service, PROXY Air Dedicated adds the option of using the installed Hosts should unattended, anytime-access to machines be required. Ideal for those looking to move to a feature rich cloud-based remote desktop and management solution with a minimal footprint. Create Host Groups and use our privileged access management tools to restrict who can access what. Multi-factor authentication through Microsoft Azure, activity monitoring, connection reporting, screen recording & playback capabilities all become available.

PROXY Air Software Components

Component	Description	PROXY Air	PROXY Air Dedicated
Host on Demand	Installation-free ad-hoc remote desktop client for Mac or PC. For PC, Microsoft ClickOnce™ is used to deliver the Host on Demand which does not require administrative rights. Runs as a process and does not require admin rights and can be elevated to run as a service which then permits access to elevated windows & UAC prompts.	✔	✔
Master on Demand	Installation-free ad-hoc remote desktop viewer for Mac or PC. For PC, Microsoft ClickOnce™ technology is used to deliver the remote desktop window and does not require administrative rights. The PROXY Pro Master app is available on the Apple store for iOS products.	✔	✔
Web Console	Each customer receives their own unique landing page accessible from any browser. The landing page houses a "Share my Desktop" button to launch the Host on Demand and a "Find a Desktop" login button that technicians use to view & connect to shared desktop. View, connect and take remote control of Host machines from any platform including mobile devices.	✔	✔
Host	The client-side application is installed on end users' computers and allows for connections from a Master and/or Web Console and is generally rolled out by a systems administrator. The Host runs as a service so that it starts with Windows and is always on and at-the-ready for incoming connections, whether the Host machines are attended or unattended. A new Host that allows for view-only of both iOS and Android devices will become available in late 2019.		✔
Master	The viewer-side application is installed on a technician's computer and allows for connections to Host computers for remote keyboard and mouse control. The Master can be used instead of the Proxy Web Console to launch connections, or in conjunction with it.		✔
Deployment Tool	Mass-deploy the Host or Master software and have desired settings applied at installation time. Either deploy with our tool or by using your preferred software distribution approach. Support is available to fine-tune the deployment.		✔

PROXY Air Remote Desktop Capabilities

			PROXY Air	PROXY Air Dedicated
Remote View & Remote Control		Take keyboard and mouse control of Windows or Mac from any platform in real time. Coming late 2019, remotely view the screens of Android and iOS devices too.	✔	✔
File Transfer		Transfer individual files or entire directories from one machine to another (PC and Mac).	✔	✔
Monitor Select		Toggle which monitor gets focused in the connection window; choose the primary monitor, the secondary or all monitors connected to the Host computer.	✔	✔
Remote Management		View diagnostic information such as hardware and installed software on the Host PC. Start/Stop/Restart services, kill processes, edit registry values, view Event Viewer logs and more – transparently behind the scenes.	✔	✔
Multiple Sessions Per License		Launch connections to one or several machines at the same time while consuming a single license to allow for multi-tasking. Connections launch either within their own window or within a browser tab.	✔	✔
Screen Recording & Playback		Initiate recordings with or without being connected, record desktop activity for training videos or set automatic recording policies that records a certain user or group all day.		✔
Host Grouping & Privileged Access		Create groups of Hosts based on business location or geographic location and set privileged access management policies to enforce who has access to what.		✔
Always-On Client		The PROXY Air tenant can present an entire database of machines running the installed Host software which runs in the background as a service and is always on.		✔

PROXY Air Security Considerations

			PROXY Air	PROXY Air Dedicated
Connection Security		All connections use TLS v1.2 over port 443 with AES-256 cipher.	✔	✔
Permission to Connect		Connect to computers with user consent through the Host on Demand.	✔	✔
Event Viewer Logging		A Windows Event Viewer log is created each time a connection is both made and closed to a Host computer and this extends to when file transfers have occurred.	✔	✔
Multi-factor (MFA) Authentication		Authentication via Microsoft Accounts allows for multi-factor authentication. Those with their own Azure AD may use it or new users can create a free account.		✔
Connection Auditing		Centralized audit log safely stores records of all remote access activities. Report on who accessed what and when, for how long and more.		✔
Real-Time Analytics		Dashboard for administrators displaying identities of each logged in user along with Host machine(s) with active connections, screen recordings in-progress and more.		✔

PROXY Air provides the right tools at the right price.

Pricing is generated based on how many technicians need simultaneous logins to your tenant. For the dedicated service, we would also ask how many machines you would need to access. We would be happy to demonstrate the capabilities during a screen sharing session and phone call to discuss your use cases in greater detail. To see if PROXY Air is a fit for your organization, visit www.proxynetworks.com/demo to schedule a demo or call us at 1-877-PROXY-US. A free 14-day trial is available for those interested in testing PROXY Air.