



Remote Desktop as a Service

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Introduction

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek's Remote Desktop as a Service (the "Service").

The service definition found herein reflect Synoptek standards at the time the Service Order(s) was issued. Synoptek reserves the right to change any particular standard herein to reflect Synoptek's best practices or industry standards at its sole discretion with or without notice.

Service Offering

Synoptek’s Remote Desktop as a Service helps customers who have end-users with a need to remotely access corporate workstations. When implemented and managed properly, organizations can extend remote access to their workforce in an efficient, secure, as-needed basis.

Upon signing of a Service Order, Synoptek will assess the customer’s business needs and implement a best-fit remote desktop service accompanied with best practice end-user security.

Unless otherwise specified, this service is priced per user.

STANDARD COMPONENTS

This service provides customers with remote desktop access capabilities securely connecting remote workers to corporate workstations and resources.

Feature and Description	Additional Information	Included
SECURED REMOTE DESKTOP ACCESS	Synoptek will enable the Customer and its end-users with a remote desktop access solution. Customers will be able to access corporate workstations using their own devices. Remote connections will be protected with TLS and 256-bit AES encryption.	Yes
TWO-FACTOR AUTHENTICATION	Synoptek will secure access to the remote desktop access solution using two-factor authentication.	Yes
REMOTE DESKTOP SUPPORT	Synoptek will provide best effort remote desktop support as requested to troubleshoot issues regarding remote desktops or their end-users.	Yes
SECURITY TESTING AND TRAINING	Synoptek will enroll client staff into an online security training program to educate and encourage best practice security practices when using remote desktop services. Synoptek will also perform quarterly email phishing tests to measure and report on how phish-prone the client’s organization currently is.	Optional

Service Deployment

Synoptek’s Service Deployment team is responsible for the onboarding and offboarding of Remote Desktop as a Service.

EXPECTATIONS DURING ONBOARDING

Synoptek Requirements

Other Requirements

Synoptek Deliverables

REQUIREMENTS FOR THIS SERVICE

SYNOPTEK RESPONSIBILITIES

- Synoptek will deliver a secure remote desktop access solution to enable employees to work from home as per organizational need.

CUSTOMER RESPONSIBILITIES

- The Customer will provide a list of users and email addresses that need remote access.
- The Customer will provide a list of devices that are mapped to each user who should be able to remotely login and access them.
- The Customer will provide Synoptek engineers with remote access to all devices with the administrative privileges necessary to deploy, install, and configure the remote desktop agent.
- The Customer will verify that each end-user downloads and installs the remote desktop client application, creates login credentials, and confirms the ability to login and access their respective devices.
- The Customer will verify that each user properly enables two-factor authentication by installing, configuring, and using a support authenticator application on their mobile device when logging in.