

ISL Online Standard

ISL Online offers highly secure cloud-hosted remote support with a licensing plan for every occasion

SCORE ★★★★★

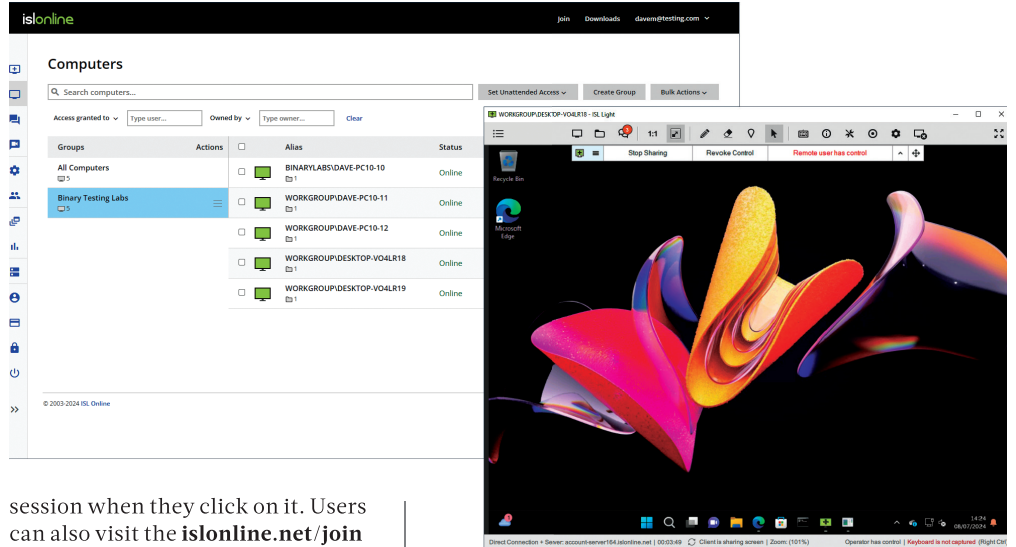
PRICE Standard Cloud/One user, £287 exc VAT per year from islonline.com

ISL Online probably has the most flexible licensing schemes of any remote support solution available. SMBs anticipating only occasional use can purchase a £75 pay-per-use contract for 500 minutes of unrestricted support sessions, while those with more ambitious plans can host it on-premises, opt for a privately managed cloud version or pick a Cloud licensing model.

The Standard Cloud plan we've reviewed here starts at £287 per year for one concurrent user, which allows one active session to be shared across all support staff. You can easily adjust your plan if you need more concurrent sessions and, unlike some competing cloud-hosted solutions, the price includes both on-demand and unattended remote support.

The technician's cloud portal has undergone a welcome design refresh, and starting an on-demand remote session runs the ISL Light app, which generates a unique eight-digit code. Technicians can install the app permanently on their computer, but if they're on the road then they can use the runtime version.

The app's Invite button offers options to directly email a web link to the client or send it using your own mail client, and this opens the



session when they click on it. Users can also visit the islonline.net/join URL to enter the code, and in all cases, the ISL Light client runtime app is installed on their system and loads an upper control bar for granting or revoking remote control and stopping sharing.

The technician's window shows the client's screen and presents a toolbar across the top with quick access icons for a range of different tools. Technicians can share their screen with the client, request control, run file transfers, annotate the screen, enable screen recording, blank the client's monitor and pull up a handy display of system hardware details and utilisation.

The administrative mode in the Tools menu brings remote reboot into play, while the "restart and resume" mode restores access after the client machine has been rebooted. Clicking on the upper left hamburger icon loads the ISL Light app interface so they can pause the session, share it with another technician or transfer it to them.

Mobile support is excellent, with the free iOS and Android apps having a dual purpose. They can be used by technicians to access their cloud accounts and provide support on the go, or alternatively users can enter a key to join a support

ABOVE ISL Online presents a tidy web console and plenty of support tools



session where technicians receive full remote control for Android devices or screen broadcasting for iOS mobiles and tablets.

Unattended access requires the AlwaysOn agent installed permanently on each computer, with Windows, macOS and Linux versions provided in the portal. Access security is good: agents must be password-protected during installation, or you can use the portal's custom deployment service to create an installation link with a global password only the technician knows.

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

General security is excellent, as ISL Online applies end-to-end AES 256-bit encryption to all sessions. Access to the cloud portal can also be protected with two-factor verification

using an authenticator app, a code sent by email or a security key. Other features include the ability to run web conferences from the portal, where it loads the free ISL Groop app for all invitees for online meetings and sharing slide presentations or your screen.

Live chat services are included with the free ISL Pronto application, which requires an on-premises Windows, macOS or Linux host and embeds quick access links in your company website.

SMBs that want easily managed cloud-based remote support will find that ISL Online has an awful lot to offer. Platform support, features and access security are excellent, and its flexible licensing plans allow businesses to tailor costings precisely to their needs.

REQUIREMENTS

Windows 7/Server 2008 upwards, Linux, macOS 10.6 upwards • Mobile app: iOS 11, Android 5 upwards

BELOW/LEFT Client support includes macOS, iOS and Android devices

