

Service Introduction of Netviewer collaboration solutions

All Netviewer collaboration solutions have been designed to allow for a smooth service introduction within existing enterprise environments.

This White Paper provides an overview of all aspects that need attention in case of service deployment of Netviewer products and gives insights and tips to limit the required effort.

Unless specifically mentioned all underlying statements are valid for our products Netviewer Meet, Netviewer Support and Netviewer Admin.

Netviewer collaboration components and options

Different options

Netviewer offers a number of options which allow introducing web collaboration to a selected group of people within your organization and gradually evolving to an enterprise wide usage of web collaboration. The initial investment and deployment effort can be kept minimal and the Netviewer solution is fully scalable according to the needs of your organization.

SaaS Model

The easiest way of introducing Netviewer web collaboration solutions is the Netviewer SaaS (Software as a Service) model. With this model only the Netviewer clients have to be distributed within your organization and all other required functionality is taken care of by web collaboration servers on Netviewer premises.

For example our Netviewer Meet product consists of a moderator application that allows planning, starting and controlling Netviewer collaboration meetings and a participant application that allows someone to attend Netviewer collaboration. The moderator application needs to be distributed to the people whom are allowed to start meetings and the participant application can be stored on a web server to allow anybody to download it. All other

Netviewer products have analogue applications but with a different naming.

This option is often chosen by customers who are introducing web collaboration within their organization as it allows them to implement the service without having to make detailed prognoses of its uses. To support a later, higher demand, only a license update is required as the Netviewer server live system is fully flexible when it comes to supporting the increased demand within the organization.

On premise Netviewer server model

The second Netviewer model is the deployment of Netviewer collaboration servers within the enterprise premises.

In this case also the Netviewer clients (moderator and participant applications) have to be distributed to the selected groups and in addition to that a Netviewer Server needs to be installed and configured within the enterprise network.

This model is applicable for customers who also introduce tight enterprise integration (e.g. Service monitoring for internal Billing purposes, Active Directory / Web- or Application-integration...) or must do so to obey strict company security rules.

It is of course possible to start with the SaaS model at first and –when appropriate- upgrade to an own server later.

Service introduction with the SaaS model

When the order is placed, Netviewer will grant the right to use the Netviewer server infrastructure and will administrate the appropriate authorization settings according to the license options agreed upon. The two Netviewer clients will be individually generated and mailed by Netviewer. Then they only need to be distributed within the company. Refer to the *'White Paper Software Distribution'* for a detailed description.

Service introduction with own collaboration server

The service introduction of the Netviewer collaboration solution with an own collaboration server is the same as with the SaaS model but over and above the Netviewer server needs to be installed.

In addition to the installation of the Netviewer server optional tasks, e.g. Active Directory integration might be appropriate depending upon the integration level required.

Figure 1 shows the structure of a Netviewer server system within a customer's network. For internal and external access the Netviewer server should be installed within the DMZ (Demilitarized Zone).

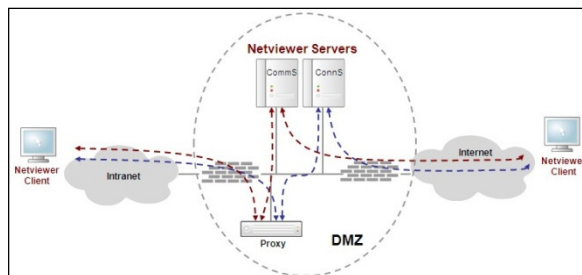


Figure 1

Basic Installation

The actual installation of the Netviewer server software is supported by the Netviewer Delivery department. Prerequisite is the availability of a server with the Windows operating system installed and in case of a Netviewer Enterprise Server an SQL database. The following versions are currently supported: Windows 2000 Professional, 2000 server, XP, Windows server 2003.

The server has to be placed within the DMZ as it has to be reached at least over port 80 in order to allow collaboration sessions with internal/external parties. A number of DNS (Domain Name System) configuration settings are also mandatory to guarantee stable connections (refer to the *White Paper DNS Configuration*).

This basic installation together with the software distribution are the only mandatory steps for a successful deployment of the

Netviewer collaboration solution within the organization.

Furthermore enterprise integration can be established, e.g. Active Directory integration, web- or application-integration.

Active Directory

Integration with the existing Active Directory system can be established quite easily. To do so the following main service introduction tasks are to be added:

- Import the applicable Active Directory Groups within the Netviewer configuration database
- Determine and configure the Netviewer collaboration settings on a Active Directory Group basis

More information can be found in the *White Paper Active Directory*.

Application Connector

The usage of web applications within enterprises is becoming more and more widespread. Netviewer allows you to integrate the collaboration solution within a web enabled enterprise environment by means of the Netviewer Application Connector. With his connector the authentication and authorization functions of collaboration users can be assigned to a trusted web portal. In this case the planning and starting of meetings is done by accessing a web page. This interface also allows the collaboration functionality to be built in into other business logic and applications, e.g. CRM business systems. More information on the Token interface can be found in the *White Paper Application Connector*.

Summary

The service introduction of Netviewer collaboration products can be done in a timely, low-effort manner.

If the option SaaS model is selected, only the Netviewer clients need to be distributed. E.g. in the case of the Netviewer Meet product the moderator application and participant application are distributed.



In case of a Netviewer collaboration server on the enterprise premises, the Netviewer Delivery department can support to install the Netviewer software.

Prerequisite is the availability of a Windows server within the DMZ and some DNS configuration settings.

A number of Netviewer integration interfaces can be leveraged to connect the collaboration functions with other business logic applications.

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Reference to Server- and Client Version: G3.1

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