



Master Remote Access Integration: The RealVNC OEM & SDK Playbook

Discover How to Build Smarter,
More Connected Products Today



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REALVNC SDK AND OEM INTEGRATION

Your solution provides fantastic value. You know that; your customers know it as well. You also have a track record of tweaking it for them, as they require. That way, you're always fixing their issues as soon as possible.

It's what keeps them from going to your competition. However, as your solution and your business both grow, your staff finds it impossible to find the time to always be physically there when the most minor tweak is needed. It's just not feasible anymore. The travel costs, the time wasted travelling, not to mention the fact that some customers' locations make it impossible to get there in an efficient fashion.

It would be great to be able to sort everything out quickly, from your office, without going anywhere.

And when you're done, to just start on the next customer's issues. Of course, without risking compromising the sensitive data your customers work with.

The good news is that you can do all of that, and much more, in full security. You just need an OEM integration of RealVNC remote access software into your product, if you're looking to get things up and running quickly. Or, if you need a truly customized remote access solution, you can use our SDK to build it.

Does that sound great? If it does, read on to find out more!





THE RIGHT INTEGRATION

Integrating the right functionality into your product is what can truly set it apart from your competitors' offering. However, integrating remote access into your product can be a complete gamechanger. As you'll find out in the pages to follow, said integration offers a huge range of possibilities to both you and your customers.

The solutions RealVNC offers for this - OEM integration and the SDK (Software Development Kit) - are designed to deliver secure and seamless remote access capabilities. They can help you truly enhance the functionality you offer, as well as the user experience.

Integrating RealVNC remote access transforms a product, making it smarter and more aligned to the needs of the industry you operate in.

WHAT ARE THE REALVNC SDK AND OEM INTEGRATIONS?

RealVNC OEM and SDK solutions give businesses the boost they need to push the boundaries of their products. By embedding RealVNC's remote access technology, companies can deliver secure connectivity, in a very straightforward fashion. This helps them focus on innovation and improve user satisfaction. But what is the difference between RealVNC's OEM solution and one that's built with the RealVNC SDK? Who should use one and who should use the other? We reveal everything.

REALVNC OEM

The OEM solution is perfect for your business if you want to achieve instant remote access integration. However, you want to do so with minimal development effort. Think of it as a fully baked cake. It's ready to serve, right out of the box!

The integration is smooth, efficient, and highly configurable, and it fits right into your product. It's ideal for businesses that prioritize quick development, as it allows them to get a competitive edge. Of course, provided extensive customization is not necessary.

REALVNC SDK

On the other hand, to stick to the cake analogy, the SDK is like having a complete baking toolkit. You get all the ingredients and specialized tools that give you the freedom to create your masterpiece.

The SDK brings extraordinary flexibility and enables developers to tailor every aspect of the remote access connectivity solution.

It doesn't matter if the focus is on user experience, special features, or even integrating the solution into complex systems. It's all there for you to adapt and build into something exceptional.

This flexibility means that your product includes a remote access solution that's as customized as you need it to be.

"...flexibility means that your product includes a remote access solution that's as customized as you need it to be."



OEM vs SDK: A Simple Comparison

A simple analogy to understand the distinction between these two offerings is as follows. Imagine you need a dessert to impress your guests:

- OEM is like picking up a ready-made cake from a bakery. It's prepared, tested, and ready to go straight on your table.
- SDK gives you the range of ingredients, tools, and freedom. You can use them to create what you require from scratch, tailoring it to your guests' taste and preference.

OEM and SDK—A Side-by-Side Comparison

RealVNC OEM and SDK solutions give businesses the boost they need to push the boundaries of their products. By embedding RealVNC's remote access technology, companies can deliver secure connectivity, in a very straightforward fashion. This helps them focus on innovation and improve user satisfaction. But what is the difference between RealVNC's OEM solution and one that's built with the RealVNC SDK? Who should use one and who should use the other? We reveal everything.

Feature	RealVNC OEM	RealVNC SDK
Integration Process	Pre-configured and ready; integrates seamlessly into existing systems	Fully customizable to your needs; requires development resources
Time to Market	Accelerated; minimal development work required.	Longer, suited for businesses prioritizing customization
Primary Audience	Businesses needing quick delivery	Companies with specific requirements
Example Applications	Smart appliances, healthcare devices, interactive kiosks	Advanced robotics interfaces, VR solutions, and AI-driven tools

Real-world Scenarios

An automotive firm, which would want to include diagnostics capabilities in vehicles, might prefer the OEM solution. It would ensure that they have a quick-to-market remote access solution in their vehicles.

A cutting-edge VR solution developer might prefer to go down the SDK route. They would be able to integrate a seamless, customized solution for their devices.

KEY BENEFITS OF REALVNC REMOTE ACCESS INTEGRATION

Irrespective of the solution you're choosing, there is one thing they have in common. Namely, that they will both bring great value to your product.

Here are some of the main benefits, irrespective of the option you decide to go with:

1. **Ease of Integration:** OEM means a simplified process. SDK means complete flexibility for complex implementations.
2. **Scalability:** Whatever you choose, the solution will grow with your business needs.
3. **Cutting-Edge Security:** Your implementation will include the cutting-edge security that RealVNC is known for (more on that next).
4. **Broad Applicability:** Whatever your industry, your product can only benefit from the solution. It doesn't matter if you're in healthcare, education, automotive, or any other industry.
5. **Reduced Costs:** Both help you cut costs. With OEM, you're reducing development costs. SDK ensures that you have a perfectly tailored product, for reduced long-term operational costs.



SECURITY

One of the main reasons to partner with RealVNC for your remote access integration is, undoubtedly, the security the company's products are known for. RealVNC puts security at the heart of everything it does, developing its products by putting it first.

By integrating RealVNC solutions, you're integrating the most secure remote access solution on the market. RealVNC sets the industry benchmark, ensuring data security and compliance for every use case.

Here are some of the reasons why.

Comprehensive Security Audits and ISO Certification

RealVNC constantly undergoes white box security audits. Conducted by reputed security firm Cure53 and involving 86 days of intensive testing, this process shows that RealVNC puts its money where its mouth is when it comes to security.

We don't just claim we're secure, we can prove it.

In 2023, RealVNC received ISO/IEC 27001 certification, reaffirming its commitment to maintaining the highest standards of information

security, data protection and compliance with legal and regulatory requirements.

This comes to reinforce the fact that everything at RealVNC starts with the company's security principles:

- **You don't have to trust RealVNC as a company to trust our software and services.**
- **We do not record your sessions, and data cannot be decrypted now or in the future.**
- **Every connection is treated as though it is made in a hostile environment.**
- **The owner of the remote computer ultimately decides who is able to connect.**



MAIN SECURITY FEATURES

Here are some of the product's security features:

End-to-End Encryption:

Advanced encryption (up to 256-bit) ensures all remote sessions are secure, whether over local or cloud networks. Perfect Forward Secrecy prevents future decryption of saved data. Data can't be accessed by anyone, not even RealVNC.

Granular Permission Controls:

You can decide who gets access to what resources, for an additional level of protection of sensitive data.

Default Two-Factor Authentication for Account Access:

RealVNC accounts are secured using email-based 2FA by default. This ensures that your account is secure even if someone gets their hands on your account credentials (email address and password). Time-based one-time password (TOTP) authentication can also be set up and enforced for your entire RealVNC Connect Team.

These are just a few examples of how RealVNC's remote access solution keeps your data, as well as your customers' data, secure. You can [find out more about this here](#).

WHY CHOOSE REALVNC?

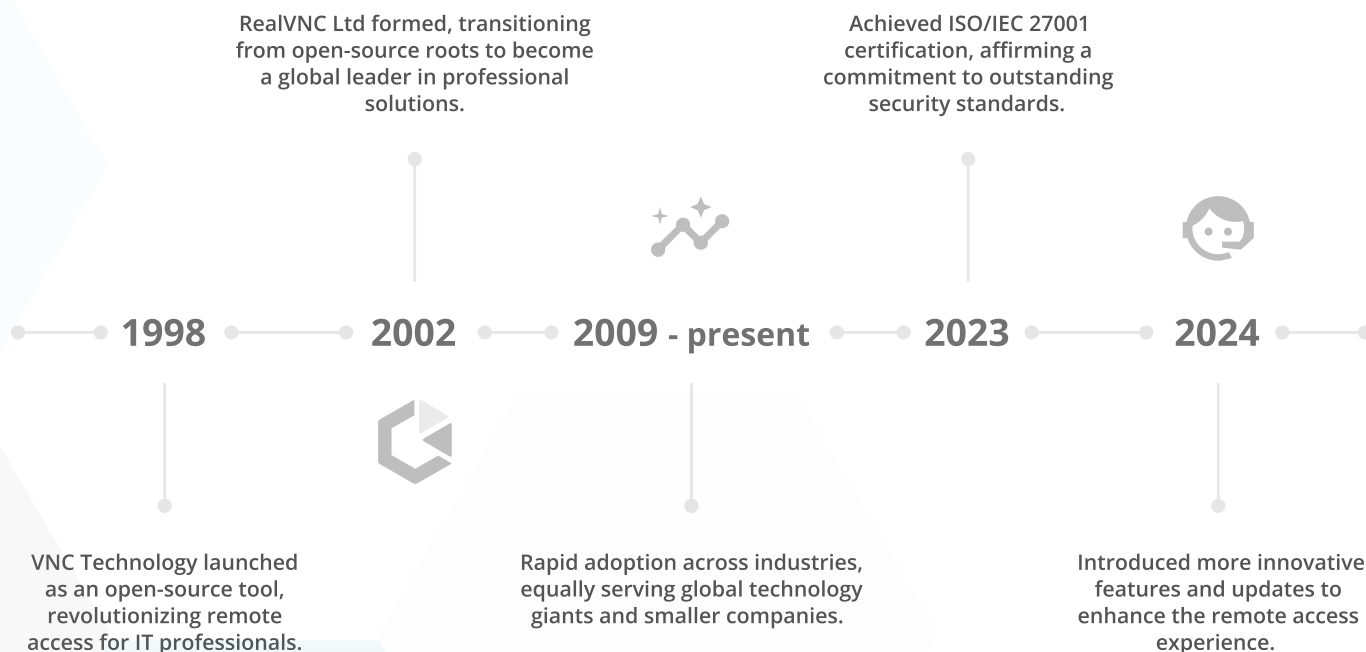
Integrating RealVNC remote access into your product means working with a partner that puts security first, as we explained. It also means collaborating with a company that offers you two separate pathways to innovation. We're talking, of course, about OEM integration or the SDK.

Furthermore, one of the most important things is the solution's multiplatform capability. This means seamless compatibility with all major software platforms, which offers the flexibility you and your customers require.

The company, started by the inventors of VNC technology, has a wide expertise, allowing you to achieve the best results for your product and customers.

Moments in A Timeline of Excellence

Throughout its long history, RealVNC's evolution overlaps with the growth of remote access technology. Here are some essential moments in the company's history:



USE CASES AND INDUSTRIES

Remember the example we started with? The one about how integrating RealVNC remote access technology into your product can help you save time, and can help your customers avoid costly downtime?

It might have made you wonder if this really applies to your industry. Before we go into some specific use cases for both OEM integration and SDK, let's open the folder containing our customer list. We'll let you have a look at the industry sections customers using both OEM and SDK integration are working in. Without further ado, here they are. Still think it won't be beneficial to your business?

OEM

-  Medical – MRI scanners, cardio product lines, X-ray/imaging, diagnostic products, capture of clinical data and AI machine learning
-  Defence – National navy, aircraft manufacturers
-  Finance – Banking
-  Vehicle monitoring/telematics
-  Flight simulators
-  Manufacturing, HMI devices, semiconductors, control panels
-  Machine tools – remote monitoring
-  Engine management - Remote monitoring of engines in merchant ships
-  Emergency call handling products

SDK

-  Enterprise virtual office platform
-  Medical - micro surgical systems /retinal systems, diagnostic platforms

-  VR environments
-  Replacing connection for conferencing, also used on conferencing equipment
-  Management of Video walls, interactive white boards
-  Digital signage
-  Maritime – navigation systems
-  Vehicle – fleet management systems
-  Manufacturing- semi conductor
-  Automating software/bots
-  Software - End user admin access for currently logged in user account
-  Development of operational security products ranging from high performance network data processing to small, low power data recorders - customers - government.
-  Integrated into secure IoT platforms for industrial control systems.
-  Privileged remote access

The next few pages will let you in on use cases from a lot of these industries.

OEM IMPLEMENTATION USE CASES

Let's look at some of the most interesting OEM implementation use cases. In some cases, due to the sensitivity of the field in which our customers operate, we won't be able to name them.



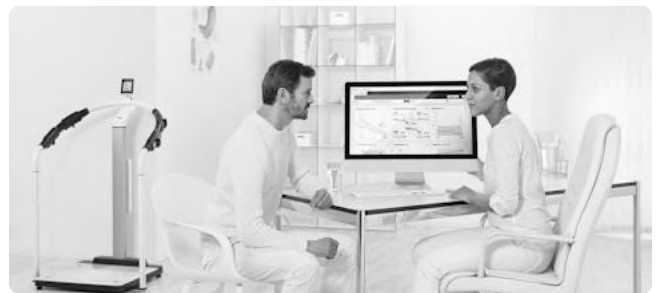
Medical Device Remote Access with BIOTRONIK

BIOTRONIK, a global leader in medical technology, develops life-changing products such as pacemakers, stents, and remote monitoring services. Established in 1963 and headquartered in Berlin, the company supports patients in more than 100 countries. Previously dependent on traditional on-site support, BIOTRONIK implemented RealVNC Connect to enable remote, instant assistance. This innovation significantly boosted efficiency, reduced costly travel time, and strengthened their reputation for reliability.

LiveSupport, based on RealVNC technology, now allows the company to deliver instant, remote support. This helps them boost operational reliability. The integration eliminates costly travel, improving customer service and ensuring improved patient care. Most importantly, RealVNC's robust security ensures seamless operations while safeguarding sensitive health data.

Before this integration, challenges like incomplete log files and time-consuming on-site visits caused delays, particularly for critical cases involving implanted devices. To solve this, BIOTRONIK collaborated with RealVNC to develop the Renamic Neo, a programming device for implanting and monitoring pacemakers and ICDs.

BIOTRONIK sees LiveSupport as a standard future feature, potentially integrating cameras for enhanced procedures.



AI-Driven Medical Insights

A RealVNC customer, an AI-focused healthcare data company, is using the integration of our technology in a revolutionary way.

The company uses AI to analyse medical imaging data, providing diagnostics. As more data is gathered, the technology also becomes increasingly precise. This helps its ability to save lives.

As with anything related to healthcare data, our customer needs to comply with very strict regulations. RealVNC's software secure real-time connectivity between systems helps tackle these issues.

Integrating RealVNC remote access software has helped the company transform its platform into a cutting-edge tool for healthcare teams. It is continuously evolving, becoming more powerful all the time, and we can't wait to hear what the future holds.



Training Simulators for the Aerospace Industry

Our customer is a leader in the field of aerospace simulators. They needed a way to improve the effectiveness of their pilot and instructor training devices. Secure, reliable remote access to their simulators was proving to be a challenge, though. So was using a mix of modern and older systems.

They integrated RealVNC's OEM solution, the result being secure, real-time remote connectivity. They could use the functionality to stream complex CAD content straight onto the simulators. And this, just as if they were in front of the machine running it.

From that moment on, instructors were able to remotely monitor, control, and manage training devices seamlessly. And this, without needing to be worried about location or system limitations.



Enhancing Maritime Navigation and Vessel Systems

Our client specializes in maritime navigation and vessel systems. These are designed to improve crew efficiency and mobility, and part of this involves integrating remote access technology. However, the nature of the activity the systems are used for demands the highest level of security.

The key challenges were regarding secure connections to bridge systems from tablets, which the ship crew would carry to its every corner. By integrating RealVNC's remote access technology, crew members can access and screen mirror critical navigation and operational systems from these portable devices. They can also interact with these as needed, wherever they may be on the ship. In crisis situations, this can be crucial.

SDK IMPLEMENTATION USE CASES

Operational flexibility was significantly improved by this integration. Crew members can now perform many tasks without having to always be on the main deck. A great example of how remote access technology can provide flexibility in a very complex field of activity.

Here are some of the most interesting SDK implementation use cases. These are situations in which our customers have built a solution using our Software Development Kit.

In some cases, due to the sensitivity of the field in which our customers operate, we won't be able to name them.



REJI - Monitoring Thousands of Retail Screens Across the Country

REJI, a provider of customer experience software for the QSR, Fast Casual, and Convenience industries, was having trouble monitoring customer kiosks and POS software effectively.

Their previous remote access solutions were complicated and unsuitable for visual monitoring across hundreds of devices, including screens

showing menu displays and self-order kiosks.

This happened until REJI decided to work with RealVNC's solution. This allowed them to monitor multiple screens simultaneously with one click, improving efficiency.

The compatibility with various operating systems, including Windows, iOS, Android, and Linux, enabled REJI's Viewport software to seamlessly integrate with any client's IT infrastructure. This eliminated a need for device changes, in turn facilitating great support.

After the implementation, REJI was able to monitor customer interactions in real-time and improve processes.

This allowed them to scale at the pace of the increasing demand for their software and surpass customer expectations.



Bringing Content into a VR World

Our client is a company specialized in VR solutions for staff training and meetings. Their main challenge was bringing desktop content into their VR worlds. This meant replicating their laptop screen in the virtual environment.

For example, you could have a meeting in a virtual space, seeing your virtual laptop, and your colleague's virtual laptop. You could interact with the content in real-time, or even type content on your colleague's laptop.

Thanks to their implementation of RealVNC remote access via SDK, this has become a reality. The content can not only be shown in the virtual environment; it is shown via a secure connection. Their most important challenges referred to latency and image quality. Other solutions will heavily compress the content, therefore showing a pixellated image. Since RealVNC offers one-to-one pixel representation, high performance and very good quality streaming was not an issue. This makes the experience immediate and very desktop focused.

The results improved training efficiency, as well as seamless device compatibility. This is possible because the SDK offers all the multiplatform advantages of RealVNC Connect.

If you're planning on bringing content from various devices into your VR headsets, this is a great example to follow.

Access to Medical Equipment and Patient Information

The healthcare field always comes up with very creative uses of RealVNC's solution. SDK implementation is no exception.

Our customer is a leader in the field, most particularly for vision care solutions and medical equipment. They were looking to enhance their products in two ways. The first one was allowing medical staff quick access to patient information on their equipment, from almost any device. Therefore, multiplatform capability was an absolute must. They equally wanted to make supporting their equipment much easier. Both had to be done without any risk of compromising data.



And what better way than integrating the most secure remote access technology?

As part of their integration, their solution has become one that allows doctors to share the same connection.

Need your colleague to look at a patient's scan? Say no more! You can just access it from your own device.

The convenience has not been lost on medical staff.

Also, if help was needed, or the solution needed some fine adjustments, gone were the days of repeated technician visits. The technicians can remote straight in and adjust the equipment, and it's ready to go again in no time.

Video Screens and Digital Signage

This is another implementation in which security plays an essential role. Our customers are leaders in the field of video walls and digital signage. Their purpose was to create a solution that combines cutting-edge digital display technology and dynamic messaging in a wide range of environments. These environments could go from retail stores and corporate office to public spaces or event venues.

The challenge was to improve the experience of their users without compromising security. This is why they chose SDK - they wanted the convenience of an embedded solution, that wouldn't require other software running on their devices.

There were several reasons for this. First, they needed to be able to support their devices quickly should something not go as planned. And, with devices in a lot of dispersed location, travelling to a screen that doesn't function was not an option.

The solution needed to be a multiplatform one for the second part of the use case. Namely, giving customers the ability to interact and edit their content in real-time. Moreover, latency or delays were completely out of the question.



Integrating remote access using RealVNC's SDK has given them answers to all these issues. Secure remote management, both by our customer and their respective customers, is no longer an issue. They've even developed a web interface for content updates, working across the same remote access technology. Should anything not work as planned, it can be fixed the moment the issue appears. More importantly, this is all done with a solution that ensures complete data security.

Business Process Automation Maintenance

Our customer has created software robots that help businesses automate various processes. They make everything much quicker and easier, and this advanced automation technology saves their users large amounts of money. It keeps their staff focused on what's important, eliminating repetitive tasks, and increasing productivity.

However, even robots need to be kept in check at times, or they may need maintenance when something doesn't work exactly as planned. Well, our customer could have used an open-source or free solution for this, but they opted for RealVNC's SDK due to our certified security and policies, showing once again their commitment to keeping their customers' data secure (and competitive pricing, of course). Another thing that played an important part was our compatibility with very diverse environments. Not to mention the real-time performance and low latency we pride ourselves on. The latter meant that there was no risk of impacting performance when intervening.

All the above has helped them reduce downtime and vastly improve their customers' user experience. This use case only comes to reiterate the role remote access can play in making robotic process automation efficient.

Inspired? Get in touch!

What we presented here were only a few of the very many use cases of remote access integration. Whether it's an OEM integration of RealVNC Connect or building your own solution with our SDK, the possibilities are endless.

If you want to talk about what would work best for your company when it comes to remote access integration, get in touch! Our experts will have a friendly chat with you, discussing all the options and making sure that your integration is a successful one.

Visit realvnc.com/oem

