REALVNC®
original equipment manufacturer

YOUR QUICK-START GUIDE TO REMOTE ACCESS INTEGRATION

Unlock your product's potential with RealVNC® SDK and OEM solutions

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INTRODUCTION

Imagine offering your customers instant product support and experience upgrades. Now imagine doing it without your staff ever leaving their office. And think of doing this without worrying about the security of their data, or the security of your data.

Imagine that you could install updates to your product remotely. You could even offer a maintenance plan, continuously making your product better. And, if anything doesn't work as planed, your staff could troubleshoot it instantly. Not the following day, after they take an expensive flight to your customer's location. Provided there is one available that soon.

Now think of the fact that all the above is no longer just in your imagination. These are all necessities in today's world. Customer expectations for efficiency and dependable support are to be expected (pun intended).

You could use that free solution you found when searching the internet. Or the one that claims to be secure.

But are you sure you want to risk it?
The good news is that integrating remote access doesn't have to be complicated. Nor does it need to turn your product into a security-breach-in-waiting. This guide will take you, step-by-step, through the process of unlocking the power of remote access integration. RealVNC's OEM and SDK solution can provide you with that power. And this, whether you're looking for quick go-to-market or complete customization. Let's dig in!

WHY INTEGRATE REMOTE ACCESS INTO YOUR PRODUCT?

The Case for Remote Access Integration

No business today operates in its own silo. Products and services are distributed across the globe.

Therefore, product expectations reach far beyond geographic borders. Whether your company is in healthcare, manufacturing, energy or education, customers will expect quick and seamless support. They also expect to always have the latest product upgrades. Distance can no longer serve as an excuse.

Remote access integration helps business provide all this and more. It provides the tool you need to troubleshoot issues, update features, or even gather diagnostic data and logs.

Savings in Time and Cost

Remote access integration is about much more than just convenience. On-site visits are one of the major causes for unexpected costs. With a product that integrates remote access, these costs are no longer (or are very rarely) a concern. And that's because you are able to provide support and solve problems in a fast an efficient manner.

Let's say you are a manufacturer of industrial equipment. A small issue arises with a customer in another country. Unfortunately, the customer can't diagnose it. This automatically means an expensive trip there for one of your support staff. If your product integrates remote access, it takes seconds to access it, diagnose the issue and, most likely, sort it out. All from your office.

Real-World Benefits

Remote access integration is a competitive advantage.

For example, REJI used RealVNC Connect to create a system that monitors thousands of retail screens across the country from a single station. Not only can they access hundreds of remote connections with one click. They can also integrate with any existing system. **Find out more here**.

COMMON MISCONCEPTIONS ABOUT REMOTE ACCESS INTEGRATION

The next pages will address a few of the common remote access integration misconceptions.

1. “It’s Too Complex for Our Business”

This is the first preconception that a lot of business will have about integrating remote access. They think it would be very useful to have it, but they don't know where to start. And that's because they believe it's too complicated a proposition. They think it demands too much development or technical expertise that they simply don't have. So, they give up before they even start.

This couldn't be further from the truth. Especially when we're talking about RealVNC's OEM solutions, designed for traightforward integration.

Think of it like a store-bought cake. It just adds value, with very little effort on your part. It's tested and ready to go. It can be integrated into your product with minimal development resources.
And, even if your business requires something more customized, the SDK (Software Development Kit) comes with all the necessary support. You can develop the solution you require, and RealVNC will assist you where necessary.

2. “Remote Access Isn’t Secure”

You would be right to worry about security. After all, integrating remote access is like having a door made into your house. And into your customers' houses. But it doesn't need to be that way.

The belief that remote access can compromise security is perfectly understandable, considering the threats out there these days. However, not all remote access security is created equal. RealVNC mitigates security risks through advanced security features. These include encryption, secure user authentication, and compliance with regulatory standards.

And it can actually prove it' s secure. This is done, among many other things, through independent white box security audits and penetration testing. **Find out more on our Security page.**

3. "We Don't Need It in Our Industry"

This comes from the misconception that remote access is an IT-centric thing. While IT support remains an important use case, remote access offers major benefits across industries. From healthcare to energy, and from education to manufacturing, remote access enables monitoring, diagnostics, updates, or customer support.

For example, a VR solutions company has integrated RealVNC's remote access to bring content from various computers into virtual meetings. And the examples are endless.

> *The belief that remote access can compromise security is perfectly understandable, considering the threats out there these days.*
>
> ***However, not all remote access security is created equal.***

4. "It Will Only Disrupt Our Existing Operations"

If things are working, and working well, the last thing you want is to disrupt them. However, integrating the right remote access capabilities won't do that.

RealVNC's OEM solution can just slot into your existing product. On the other hand, the SDK can be configured to provide the functionality you need, without any disruption, and offering immediate value.

BENEFITS OF REALVNC SDK AND OEM

We will next take a quick look at the benefits of RealVNC's OEM and SDK solutions. That way you can decide which one works best for your business.

RealVNC OEM

Quick Deployment:

OEM is ideal when you want to deploy very quickly. It can slot straight into your product and doesn't require a lot of effort on your part.

Preconfigured:

Choosing OEM means getting a pre-configured solution, for a very short time-to-market.

Cost-Efficient:

As the development work required is minimal, it is very cost-efficient.

RealVNC SDK

Customizable Solutions:

By using the SDK, you can incorporate remote access into your product in a way that's completely customizable to your needs.

Efficient Development Cycles:

The SDK gives your developers all the tools they need to build your solution in an efficient fashion.

Complete Flexibility:

You can tailor every aspect of the solution you're building and choose only the features you want. You decide if your focus is on user experience, special features, or even integrating the solution into complex systems. Or all at the same time. it is very cost-efficient.

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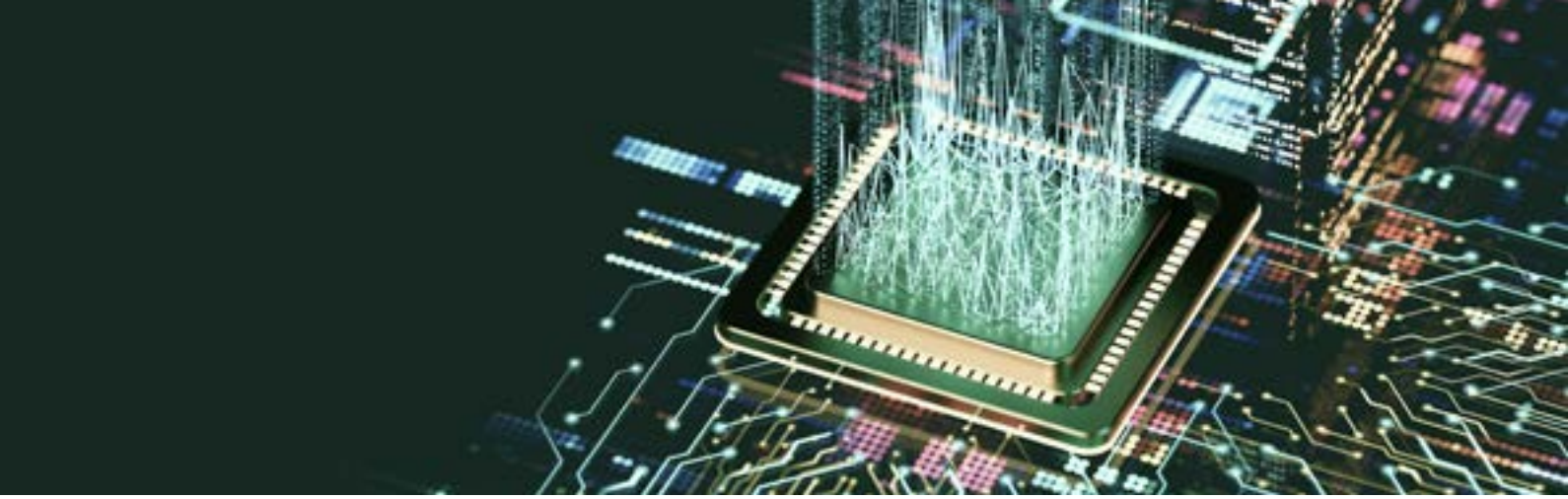

STEP-BY-STEP GUIDE TO INTEGRATION

The next section will be where you'll find the main steps for OEM and SDK integration. These steps are, of course, a general guideline, as you might skip one or another, based on your business needs. However, they will tell you what's important to keep in mind for your OEM or SDK integration.

We'll start with the three starting steps, which apply in both cases, then we'll continue with specific OEM and SDK steps, in the next few pages.

To make things as simple as possible during your integration, you'll also find OEM and SDK cheat sheets later.

These include all the steps on one printable page, which you can stick to your whiteboard.

Universal Starting Steps for OEM & SDK Integration

1. Assessing Requirements

This is the first step, but some might even call it the most important one. Create an extensive checklist of all the requirements you have from your remote access integration. Your requirements will be different to the ones a company from a different field will have. For example, a healthcare provider might need compliance with various standards, like HIPAA. Those might be less relevant for a company in another field.

Make sure you know exactly what's truly important to you. **Our Playbook** might be very helpful in this instance.

2. Engage With RealVNC Teams

Once you have a list of requirements, the best next step is chatting to our experts. They will be able to look at said requirements and provide you with the right resources and insights. Namely, they will be able to tell you precisely how your integration can happen as securely and as quickly as possible.

3. Choose Between OEM and SDK

After talking to our experts and establishing your priorities, make your decision.
Are speed and a short time-to-market of the essence? Is flexibility very important? Do you want something that's ready to use out of the box? Go with OEM.

Do you need to get everything customized to your solution?
Are you willing to dedicate some development resources to getting exactly what you want?
Using the SDK is your best bet, as you'll be able to personalize everything to your own needs.

OEM PATHWAY

- Ideal for deploying very quickly
- Slotting straight into your product
- Preconfigured for ease
- Cost-Efficient

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SDK PATHWAY

- Customizable Solutions
- Efficient Development Cycles
- Complete Flexibility:
- Cost-efficient.

Continue to page 12

OEM PATHWAY

The steps on this page are a continuation of the ones on the previous page.
They only apply to OEM implementations.

4a. Implementation of the Solution

Things can happen quite quickly on the OEM pathway. After going through the first three steps, you can get to the implementation of the solution, as provided by RealVNC. OEM can be integrated "out of the box", with minimal delays until deployment. Use cases like device diagnostic systems can benefit from this immediately.

5a. Internal Testing Stage (OPTIONAL)

This is an optional step, but some companies won't want to skip it. RealVNC products benefit from the built-in reliability they're known for, but you might to still want to check that you can achieve all you've set out to do before integration into final products. In the unlinkely case of any issues, these can be ironed out at this stage.

This is also the stage where you can check compatibility with the necessary industry standards (if required for your industry).

6a. Final Product Release and Feedback

If everything up to this stage went as planned, there's one thing left to do. And that's releasing your product to your customers, with the added benefit of remote access integration. Of course, after that happens, it will be a question of listening to their feedback regarding the new functionality.

OEM PATHWAY

CHEAT SHEET

TIME

STEP 1

REQUIREMENTS

Assessing Requirements

Create an extensive checklist of all the requirements you have from your remote access integration.

STEP 2

ENGAGE

Engage With RealVNC Teams

They will be able to look at said requirements and provide you with the right resources and insights.

STEP 3

YOUR CHOICE

Choose Between OEM and SDK

Is speed of the essence? Is flexibility very important?

Do you want something that's ready to use out of the box?

STEP 4

Implementation of the Solution

Integrate RealVNC. OEM "out of the box", with minimal delays.

IMPLEMENT

STEP 5

Internal Testing Stage [OPTIONAL]

Create an extensive checklist of all the requirements you have from your remote access integration.

TEST

STEP 6

Final Product Release and Feedback

Release your product to your customers as a Beta, with the added benefit of remote access integration.

RELEASE

Feel free to print this page out and pin it above your desk, ticking each step as you go through it.

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SDK PATHWAY

The steps on this page are a continuation of steps 1-3 on the "Universal Starting Steps" page. They only apply to SDK implementations.

4b. Define Technical Features

This is the point where, after your conversation with RealVNC, you decide what your implementation will include. You will detail technical parameters. You will also look into what the necessary resources for building your solution are.

5b. Build the Implementation

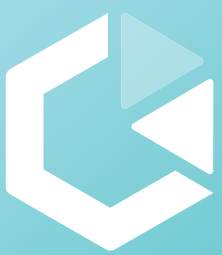
At this stage, your developers will be working on the implementation itself. RealVNC's tools and documentation will allow you to build the product you and your customers want. RealVNC's support is available for you, should you require it at this stage.

6b. Internal Testing Stage (OPTIONAL)

An optional step, but it could prove essential in some cases. It might be more important to go through it in the case of the SDK, as you can test the features your team has custom-built and iron out any issues. This is also the stage where you can check compatibility with the necessary industry standards (if required for your industry).

7b. Limited Customer Beta (OPTIONAL)

This is an optional step as well, but it could be crucial if the features you're building are aimed at some of your major customers. You can provide them with a version of your product that has your new remote access integration. That way you can find out directly if it fits their needs. They might even have invaluable feedback, that could make your integration even better. And if they love it from the start, even better!



SDK PATHWAY

CHEAT SHEET

TIME

STEP 1

REQUIREMENTS

Assessing Requirements

Create an extensive checklist of all the requirements you have from your remote access integration.

STEP 2

ENGAGE

Engage With RealVNC Teams

They will be able to look at said requirements and provide you with the right resources and insights.

STEP 3

YOUR CHOICE

Choose Between OEM and SDK

Is speed of the essence? Is flexibility very important?
Do you want something that's ready to use out of the box?

STEP 4

DEFINE

Define Technical Features

Decide what to include. Detail technical parameters include and what the necessary resources for building your solution is.

STEP 5

Build the Implementation

RealVNC's tools and documentation will allow you to build the product you and your customers want

IMPLEMENT

STEP 6

Internal Testing Stage [OPTIONAL]

Create an extensive checklist of all the requirements you have from your remote access integration.

TEST

STEP 7

Limited Customer Beta [OPTIONAL]

Release your product to your customers as a Beta, with the added benefit of gaining feedback.

RELEASE

Feel free to print this page out and pin it above your desk, ticking each step as you go through it.

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TAILORED ADVICE FOR DIFFERENT SECTORS

In this page, we'll give a couple of reasons why specific fields would want to consider remote access integration. Even if your business is not in one of these fields, you still might find something useful in here.

Healthcare

Ensure Regulatory Compliance -

The healthcare field being a highly regulated one, make sure you integrate a remote access solution that helps you comply with those regulations. RealVNC's remote access solution helps you comply with regulations such as HIPAA and GDPR.

Focus on Critical Equipment First -

If you plan on integrating remote access into a wider range of equipment, focus on the critical ones first. For example, integrate the solution into machines handling life support monitoring before working on the rest of your range.

Manufacturing

Proactively Monitor and Diagnose Equipment -

Proactive monitoring helps you identify issues before they can cause havoc. Implementing remote access into critical machinery makes proactive monitoring much easier.

Scale as Needed -

f you have limited resources, start with the OEM solution, integrate it into your main product range. That will allow you to have a quick start while you use the SDK to develop a customized solution for your entire range.

CONTINUED....

Education

Support IT Needs Across School Districts -

Integrating remote access means that IT teams can support devices remotely, making the learning experience seamless.

Customized Device Management Solutions -

Create customized remote access solutions using the SDK and support your education customers directly, in minutes.

Implement Annotation Feature –

The screen annotation feature can be a game-changer for an Education use case. Implementing it means that educators can easily annotate students' screens, showing them how to approach an issue.

Energy

Strategically Integrate Remote Access in Key Areas -

Examine the most important operational challenges, like access to devices in remote locations.

Then, integrate remote access into these and allow your customers to save time otherwise wasted travelling to support them.

Bespoke Tools for Bespoke Industry Needs -

The energy industry is constantly innovating, especially when it comes to green energy. Monitoring energy production is almost as important as the production capabilities themselves. Create a custom solution, using the RealVNC SDK, that makes monitoring as easy as possible.

OVERCOMING COMMON CHALLENGES

Let's look at some of the most common challenges that you might be facing during your remote access integration.

Limited Resources

Are you struggling with limited resources? Are you concerned that this might get in the way of a successful remote access integration? The answer is quite a simple one: choose an OEM integration. It will give your teams everything they need for a quick go-to-market.

If, in time, as your solution and customer base grow, you feel the need for a more customized solution, you can always build it with the SDK.

Concerned About Security?

Make sure you choose a solution that can prove it's secure with more than just words. That should include penetration test results and white box audits. Remember: anyone can claim that their solution is secure, not everyone can prove it. You can find out more in the dedicated security section of the Remote Access Integration Playbook.

Not Sure Whether to Choose Time-to-Market vs. Customization?

Are you unsure what to choose between OEM and SDK? Do you need things to be customized, but are worried about the development effort? Rather than trying to find the answers yourself, get in touch with us!

We're happy to discuss and help you come up with the best answer!

POST-INTEGRATION ADVICE

You've made your choice, followed all the steps, and your integration is a success, for both you and your customers. Congratulations! While that's fantastic, there are still a few things you'll want to keep in mind.

Routine Security Audits

Security is an ongoing game. While the solution you are integrating (if you're going with RealVNC), provides great security out of the box, regular security audits should always be on your mind. Review and assess your systems (and suppliers) constantly, to make sure vulnerabilities are constantly addressed and security standards followed.

Time to Scale Up?

Maybe you integrated OEM and feel the need to create something more customized with the SDK. Or maybe the solution you created using the SDK would benefit from a few new features. Always keep an eye on your customers' needs and remember that, if you need any help scaling up, our team is here to provide it.

Ongoing Customer Training

What seems easy to use to one person can feel complicated for another. Build easy-to-follow documentation and provide customer training through webinars. Your support team will thank you.

INSPIRED?

Check Out These Great Free Resources!

This eBook has taken you through the main steps of a successful remote access integration, be it via OEM or SDK.

Next, print out the cheat sheet that pertains to your integration and pin it somewhere visible. It will help you tick off what you've already done and tell you what you'll want to focus on next. If you want to find out more about the possibilities of remote access integration, make sure you also check out Master Remote Access Integration: **The RealVNC OEM & SDK Playbook, which you can download for free here**.

We also have a dedicated **Remote Access Integration page**.
Last but not least, for some great insights from us and our remote access integration customers, check out our Remote Access Redefined Podcast. You can listen to it anywhere you get your podcasts or get all the links and the video version on the **Remote Access Redefined Podcast page.**

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