

## Company Overview



EMCO Software is a leading innovator on the remote administration and management solutions market. Headquartered in Reykjavik, Iceland, we are an international company with offices and operations around the globe. Since the company's founding in 2001, we have been dedicated to providing network administrators with feature-rich, easy-to-use and affordable software and improving productivity of IT departments. Focused on the real-world needs of network professionals, our products are simple to try, simple to use, and simple to maintain while providing the power, scalability and flexibility needed by companies and organizations of all sizes.

Our solutions portfolio includes award-winning products targeted at remote network inventory, remote software deployment, remote desktop access and administration, network protection from viruses and malware, network security and health analyzing, remote power management, and remote automation.

### Our Innovations

During a long time, products for remote desktops management, administration and inventorying were positioned on the market as enterprise-level solutions with a prohibitive total cost of ownership. A high price and a big complexity kept many companies and organizations away from those solutions while they have a high demand for tools that can improve productivity of their IT departments. We came to the market looking to change this situation and be focused on the real-world needs of network professionals by providing simple but effective products and making them affordable for companies and organizations of all sizes.

Our first releases in 2001 proved that our products, which can be up and running within minutes with no learning and complex configuration to immediately provide remote desktop control over the network, were exactly the [solution that network engineers need most](#).

#### Company Facts

- ▣ Year founded: 2001
- ▣ Headquarters: Reykjavik, Iceland
- ▣ Status: International corporation
- ▣ Expertise: Software network solutions
- ▣ Number of products: 35+
- ▣ Technology awards: 100+
- ▣ Number of customers: 20,000+
- ▣ Customers in: 85 countries worldwide
- ▣ Fortune 100 customers: 37%
- ▣ Fortune 500 customers: 49%
- ▣ Operations in: 20 countries worldwide
- ▣ Number of sales partners: 50+

### EMCO Worldwide



More than 20,000 customers in 85 countries around the world rely on our products every day to take the complex routine out of their network managing. Our solutions help them to remotely manage as many as 2,3 million desktops and 103,000 servers and save millions hours of work and multi-million dollars in total every year. Our [worldwide customer base](#) includes dozens of Fortune 100 and hundreds of Fortune 500 companies as well as large and small businesses representing all industries, educational and healthcare organizations, charity and non-profit organizations, and government institutions. As a global company, we have partners all around the world who contribute to our products development, international sales and technical support.

We are proud to cooperate with [leading distributors](#) and more than 50 resellers from 20 countries who represent our products on local markets.

## Our Advantages

Enterprise networks grow every year and require more costs and resources for maintenance. Is there a way to reduce workload of IT departments, while increasing networks stability and security? Following points explain why our products and solutions acquired strong positions on the market to become an answer for tens thousands of our customers.

### Customer-Oriented Philosophy



The main principle of our work "be focused on customer needs" stays unchanged during many years, because we are customer-oriented company. Our customers and their business are the core value for us and we do the best to provide them by most quality products and services with no compromises and exceptions. We continuously looking for a new ways how to improve our products and services based on real-world experience of our customers. Towards to reach this goal we use a special service that helps us to communicate directly with all existing and potential customers and collect information about their experience with our products, their feedback and tips for improvement. We carefully analyze each opinion to make products better and find optimal set of features for companies and organizations of all sizes.

### Commitment to Quality



We definitely know that our products, used to manage overall network infrastructure, are mission-critical tools for IT departments of our clients. There is no space for errors when the health of entire network depends on one product. That's why the quality is our passion. At EMCO the quality cultivation starts from the ground level by employment of best engineers and managers; through detailed planning and accurate product development using proven technologies and according with the modern practices; to the post-production stages and customers support. To guarantee an excellent quality, all products pass detailed control in our test lab, where they are thoroughly tested in different environments and under various conditions. Products are delivered to customers only after successful passing of all test procedures. But even after release we continue to test products for compatibility with all latest OS service packs and updates and release maintenance updates if required.

### Mature, Award-Winning Products



Our product set consists of 35 tools and covers various areas of network administration automation, including remote network inventory, remote software deployment, remote desktop access and administration, network protection from viruses and malware, network security and health analyzing, remote power management, and remote automation solutions. Since release of first products in 2001 we continuously extending our products portfolio to automate new administration tasks, while also work on improving existing products. Most of our products passed through multiple major releases and are proven by tens thousands of our customers used them many years. Our products are highly ranked on the market and won by more than 100 technology awards for the simplicity, balanced feature set and good usability.

## Scalable Solutions



Our solutions are suitable for companies and organizations of any size. Among our customers are large and small businesses representing all industries, educational and healthcare organizations, charity and non-profit organizations, government institutions. Our products can automate network administration tasks and save significant efforts and budget for any company and organization regardless of its size, number of PCs in the network and capacity of IT department. To be suitable for companies of different sizes our products have different licenses. The entry-level licenses allow managing up to 25 PCs in the network and are affordable for any small business. Large enterprises can choose special types of licenses with ability to manage unlimited number of PCs in one city or across the world. If required, any license can be easily upgraded to the next level in order to increase the number of management node. Thus, used products can evolve together with the business grow.

## Easy Evaluating and Purchasing Process



We know that product evaluation is very important for our customers who would like to ensure that the product works in particular network environment, it is comfortable for day-to-day usage and it will give expected automation and help to reduce efforts required to manage a network. That's why we made evaluation process really easy. There are no any glitches and tricks with the evaluation - all products can be downloaded directly from the website with no registration. Evaluation period continues 30 launches during which all features can be tried with no limits. After termination of evaluation period product license is required to use the product. To make a purchasing comfortable we offer different ordering options - online purchasing with CreditCard, PayPal, Wire Transfer, Check payments or purchasing by Purchase Order. Our products are also distributed by a network of resellers and distributors, so they can be purchased locally from them.

## Free Technical Support



All technical support is free for any existing or potential customer. Anyone can contact support team using a special support area on the website to get qualified assistance. Our support is a team of experienced technology and business specialists, so you can be assured of prompt and high quality service provided by a real person at the end of the phone, or an email. Processing of each request is automated to eliminate any delays. The guaranteed response time is one business day, but usually requests are processed within few hours. Processing of all requests is thoroughly tracked and controlled by management to continuously improve the quality of the service. Our support staff is qualified not only to resolve technical problems related with our products, but also to analyze particular network environment and give practical recommendations for day-to-day products usage, efforts optimization and applying other best practices.

## Customers

EMCO Software is proud to serve satisfied customers in over 80 countries around the world. Our solutions are successfully used by dozens of Fortune 100 companies and many other industry-leading enterprise corporations, as well as tens of thousands of large and small businesses and organizations from various industries. Some of our well-known customers are represented below.



## Testimonials

Please take a moment to read what our customers are saying about our products and results, which they achieve using our tools. Do you have own success story? You can share it by sending to [emco@emcosoftware.com](mailto:emco@emcosoftware.com).

### Emco was chosen because of the good cost and functionality it offered

Applied to: [Network Inventory](#)

“ We have been looking for Inventory software for several months and we have evaluated several systems. Emco was recommended by one of our suppliers, Bennet's IT Solutions ([www.bits.co.za](http://www.bits.co.za)). We tested the software and were very happy with the data collected and the pricing of the software.

Our big problem with more expensive packages was that the cost did not always justify the functionality. Our own in-house developers could write code to collect the data, but we wanted an off the shelf product that presented this data well. Emco was chosen because of the good cost and functionality it offered.

I have also looked at some of Emco's other products, and we may purchase some of this in the future.

Henry Dixon, Senior Technical Support Specialist

Goodyear South Africa | [www.goodyear.co.za](http://www.goodyear.co.za)



### We are very stasified with the product

Applied to: [MSI Package Builder](#)

“ I am working in TV 2 in Norway, and I am responsible for the desktops in the company, that is defining a standard and controlling OS deployment as well as deployment of applications. I have been working for a year with another product, that just didn't do the job. Our msi packages sometimes failed without a obvious reason.

I started looking at other software applications for creating msi packages easily and I tried Emco as the last product. I found after browsing the internet, and I have tried it for a few weeks. We are very stasified with the product because it is so easy to use, and not least that it gets the job done.

Espen H. Haga, IT Department

TV 2 AS | [www.tv2.no](http://www.tv2.no)



### It saves me literally weeks of time

Applied to: [Network Inventory](#)

“ I love the software. It saves me literally weeks of time. I can gather information about our entire network of 50 Pcs in less than two minutes. Good reporting & charting options.

Steve Harris, I.T. & CAD Manager

Cottee Parker Architects Pty Ltd. | [www.cotteeparker.com.au](http://www.cotteeparker.com.au)



### A few clicks of the mouse and I have all the control I need

Applied to: [Remote Desktop](#)

“ As IT Manager for EMCOR Service: Mesa Energy Systems, I maintain a Win2K environment with approximately 100 nodes distributed over 4 locations throughout California connected via a frame. I've experimented with many different remote desktop solutions. They required unreliable or tiresome remote clients to be installed before use. Some of them simply crammed too much functionality into the product resulting in software unnecessarily large, complex, as well as unstable. All of them were far too expensive to license.

I then discovered the EMCO Remote Desktop. The product was straightforward, and I was up and running without even reading a user manual. No remote client installs. No messy video drivers. Add or Identify remote workstations easily. Just a username, a password, and a few clicks of the mouse and I have all the control I need. The price is amazingly affordable. It works, and it works well . . . And I'm only on version 1.0! I look forward to investigating the other EMCO products.

Rob Wagner

EMCOR Service: Mesa Energy Systems, Inc. | [www.emcorgroup.com](http://www.emcorgroup.com)



### Stable, reliable, and simple remote system for managing software deployment

Applied to: [MSI Package Builder](#) | [Remote Installer](#)

“ The EMCO Remote Installer/MSI Package Builder software suite has empowered our firm with a stable, reliable, and simple remote system for managing software deployment and removal across our network. The ability to easily generate your own custom .msi packages, and deploy them remotely network-wide... is \_essential\_ automation.

David Austin, Technical Director

ASGVIS LLC | [www.tv2.no](http://www.tv2.no)



### Network Inventory product is and continues to be a great tool for us

Applied to: [Network Inventory](#).

“ EMCO's Network Inventory product is and continues to be a great tool for us. I was looking for a network inventory product that did not need an agent to be installed. My experience was that installing and maintaining agent installations on all nodes was cumbersome and time consuming. My search led me to EMCO's Network Inventory product. It is so easy to use and intuitive that in 30 minutes I was able to download, install and run a network inventory. It accurately gathers all the information that we need to track. In addition we can run custom scan for specific versions of programs or specific file types such as .mp3's and track our licensing compliance. Thanks for such a valuable and easy to use tool EMCO!

Brigid Gray

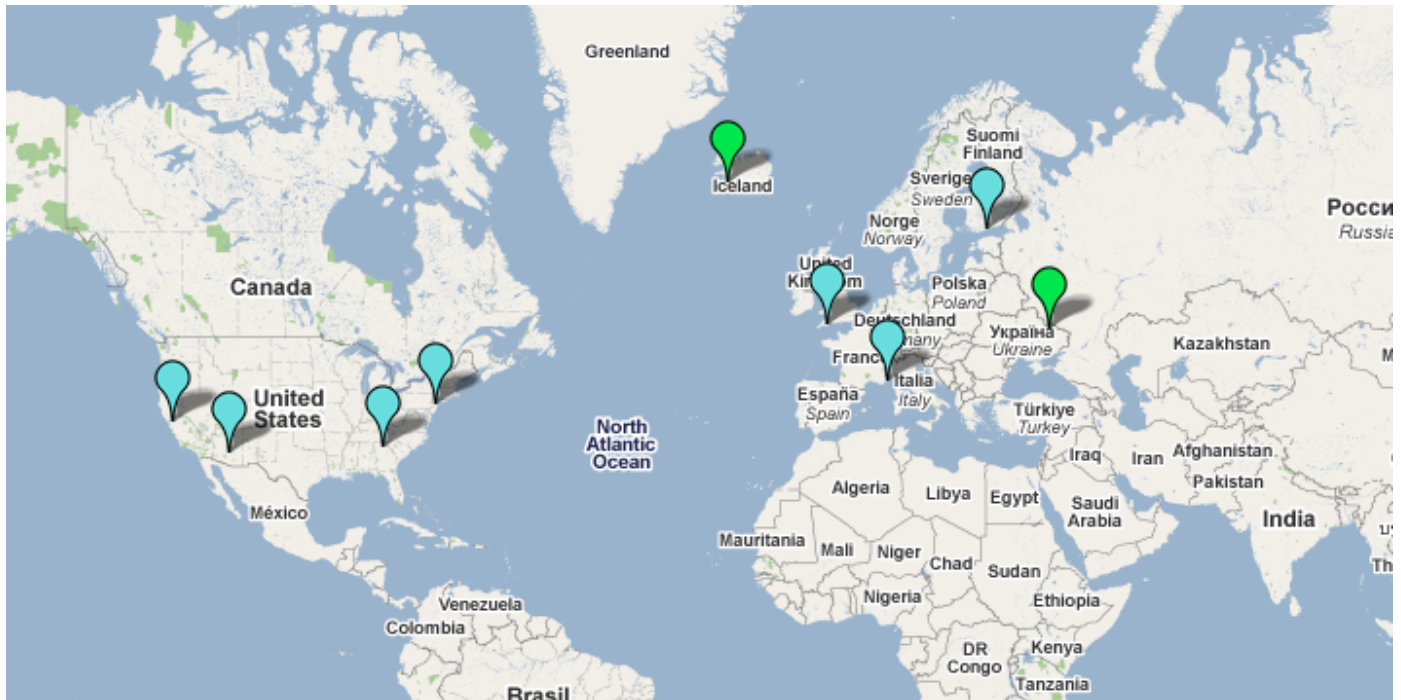
Pima County Assessor | [www.asr.co.pima.az.us](http://www.asr.co.pima.az.us)



## Contact Us

We would be glad to help you with any questions and problems you might have. Here you can find all the information you will need in order to contact us. To get quick answers regarding sales, support or any other services, use correspondent contact information.

### EMCO Worldwide



### Contact Information

#### Sales Questions

With all pre-sales and sales questions contact us at [sales@emcosoftware.com](mailto:sales@emcosoftware.com). or call us:

🇺🇸 +1 646 233-1163      Business days 9.00-18.00 GMT  
8.00-13.00 EST; 8.00-12.00 CST; 8.00-10.00 PDT.

🇬🇧 +44 20 3287-7651      Business days 9.00-18.00 GMT.  
Other hours: please leave your phone number and message - we will recall you within one business day.

#### Technical Support

If you have problems with one of our products or if you have any technical question related with our products, please visit our Support area to get a FREE technical support.

### Online Order Issues

In case of any questions or problems with online orders, such as Credit Cards or Wire Transfers processing, taxes, etc. contact our payment service provider [Shareit](#):

#### ▲ **Shareit Payment Customer Service USA**

Language: English  
Address: c/o Digital River Inc.  
9625 West 76th Street, Suite 150  
Eden Prairie, MN 55344, USA  
Phone: +1 952 646-5747 (outside the US)  
+1 800 903-4152 (inside the US)  
Fax: +1 952 646-4552

#### ▲ **Shareit Payment Customer Service Europe**

Language: German, English, French, Italian, Spanish,  
Portuguese  
Address: c/o Digital River Ireland Ltd.  
4300 Atlantic Avenue  
Westpark Business Campus  
Shannon Co. Clare, Ireland  
Phone: +49 221 31088-20  
Fax: +49 221 31088-29

### Cooperation Requests

With all questions and requests about cooperation, resale, distribution and affiliate opportunities, visit our [Partner Programs](#) area to find all available options and sign up instructions.

### Public Relations

In case you need detailed products information, graphical material, authorizations for publishing test versions of our products or if you have any questions contact us at [press@emcosoftware.com](mailto:press@emcosoftware.com).