



REMOTE DEVICE MANAGEMENT (RDM)

ID TECH's Remote Device Management (RDM) is a cloud-based solution designed to monitor and manage your entire fleet of ID TECH devices anytime, anywhere. With a centralized dashboard, you can schedule firmware and application updates, track device activity, and perform a variety of essential functions to ensure seamless operation.

COMPLETE DEVICE MANAGEMENT

- **Device Registration:** quickly register all of your devices with ease, individually or in bulk, using serial numbers or uploading a simple spreadsheet.
- **Device Updates:** supports ID TECH NEO 2 PAE devices and NEO 3 devices across Windows, Linux, and Android external operating system enabling real-time or scheduled firmware, ViVOconfig, and system updates.
- **Event Status Monitoring:** stay informed with real-time heartbeat updates, easy group assignments, customizable device names, and detailed activity logs - ensuring transparency, seamless tracking, and better control over your devices.

MANAGE USER ADMINISTRATION

- **User and Permission Management:** enhance security and efficiency with user permissions and access control, ensuring the right individuals have the appropriate level of access to manage important data effectively.
- **Account Hierarchy Management:** manage complex organizational structures with support for multiple hierarchy layers, enabling better control, streamlined operations, and seamless access across the organization.





Value through Innovation

ID TECH, a global leader in payment technology, offers a wide range of products including MagStripe readers/writers, mobile payment readers, contactless readers, smart card readers, barcode readers, POS keyboards, signature capture devices, PCI-compliant PIN pads, and more. With sales, manufacturing, and R&D facilities worldwide, ID TECH delivers dependable, feature-rich solutions tailored to customer needs.

OTHER SOFTWARE SERVICES OFFERED:

PAYMENT APPLICATION ENGINE (PAE) / REMOTE KEY INJECTION (RKI)

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