

Tricentis Pilot Projects are Being Conducted Remotely, For Everyone's Safety

Tricentis remains committed to customer success—and safety—as we face the dynamic COVID-19 situation. To protect the health of our clients, partners, and employees, Tricentis has adopted a “remote pilot” model.

➤ What's the same?

- The Tricentis team members assigned to your pilot project
- Your ability to interact with our team members and get your questions answered
- Our commitment to achieving the pilot objectives as efficiently as possible
- Our focus on enabling your success

➤ What's different?

- The pilot can be conducted without us—or your employees—physically sitting in your office
- You can select from 4 different remote access options (outlined below)
- We all reduce our risks of COVID-19 transmission
- Zero chance of delays/disruptions due to travel issues
- No need to provide coffee

➤ Remote Access Options

Here's a quick rundown of the available remote access options—listed in the typical order of client preference.

Option	Details	Tricentis Tosca Installation
Direct access to publicly accessible applications	Tell us where to find the applications within scope. This works for cloud-based applications that are publicly accessible outside of your network (e.g., Salesforce, customer portals, public APIs, etc.).	Installed on a Tricentis workstation and connected directly to the applications.
Direct access via VPN	Provide us VPN access to the applications within scope.	Installed on a Tricentis workstation and connected directly to the applications via your VPN.
Remote desktop access via VPN	Provide us VPN access to the applications within scope + a workstation (virtual or physical) that can be accessed via Remote Desktop Connection (RDC). We connect to your VPN, then use RDC to reach the pilot workstation.	Installed on one of your workstations and connected directly to applications inside of your network.
Remote control access via screenshare	Provide us mouse/keyboard control (e.g., via Zoom) so we can view and interact with the applications in scope.	Installed on one of your workstations and connected directly to applications inside of your network.

We will work with the technical leads for each engagement to discuss the available remote access options, and help you select the best one for your project and infrastructure.

If you have any questions or concerns, please reach out to your account representative.