

REMOTE SUPPORT

THE #1 SOLUTION TO SECURELY ACCESS & SUPPORT ANY DEVICE OR SYSTEM, ANYWHERE IN THE WORLD



Empower

Enable your service desk reps with a single, powerful remote support solution to diagnose and troubleshoot issues quickly and securely, across any device or operating system.

Protect

Protect your help desk with built-in security features that reduce the risk of data breaches due to compromised remote access or privileged accounts used by reps.

Scale

Chat support, remote camera sharing, intelligent collaboration, and other features optimize help desk support processes for companies of any size.

BeyondTrust Remote Support allows you to provide instant, secure, reliable remote support to end-users and customers—on or off your network—using Windows, Mac, iOS, Android, and more.

BeyondTrust is the only Remote Support solution that meets the rigorous requirements of Federal Information Processing Standard Publication (FIPS) 140-2 Level 2 validation. Our solution can uniquely address the increasing cybersecurity demands of the public sector and other highly regulated industries like healthcare, finance, legal, etc.

Key Differentiators

- **Enforcement of least privilege:** Apply granular permissions to manage teams, users, roles, and session permission settings. This helps ensure users stay productive and on task, while minimizing the threat surface
- **Session recording and auditing:** Each BeyondTrust Remote Support session is logged and auditable, creating a central repository for all remote support activity. The administrator can review every click and keystroke from each session within the organization for both auditing purposes and root cause analysis.
- **Pre-built integrations that support enhanced security as well as usability:** integrate BeyondTrust Remote Support with BeyondTrust Password Safe to enable credential injection. Credential injection provides users with the system access they need without revealing plain text credentials and passwords, which are commonly phished. This eliminates a very common attack pathway for hackers. Other important integrations include for ITSM tools (i.e. ServiceNow,) SIEMs, and authentication solutions (i.e. Active Directory).

BeyondTrust holds Federal Information Processing Standards Publications (FIPS) 140-2 Level 2 Validation for Cryptographic Modules for its B300 appliance.

The Federal Information Processing Standards Publication (FIPS) 140-2 validation is a requirement for cryptographic products/software used in a U.S. government agency network and other industries to establish encryption standards that protect sensitive data. As a result, programs such as FedRAMP, FISMA, DoDIN APL, Common Criteria, HIPAA and HITECH healthcare regulations inherit the dependency on FIPS 140-2 validation.

BUSINESS BENEFITS

Maximize Value & Security with A Single Solution

By gaining comprehensive functionality within a single product, support organizations can eliminate overlapping costs and focus time on resolving incidents, rather than supporting multiple tools. Consolidation itself yields a number of security benefits though reduction of tool sprawl. And, BeyondTrust doesn't charge more for important features like remote camera sharing or mobile device support.

Satisfy Audit and Compliance Requirements

Every BeyondTrust Remote Support session is logged and auditable, creating a central repository for all remote support activity and an audit trail. The administrator can review all session activity within the organization.

Drive Efficiency

BeyondTrust's out-of-the-box integrations with a variety of ITSM solutions and robust APIs enable your organization to seamlessly leverage existing workflows, along with reduced administrative burden.

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. We are trusted by 20,000 customers.

beyondtrust.com