REMOTE SUPPORT

Provide instant, secure, reliable remote support to end-users and customers—on or off your network—using Windows, Mac, iOS, Android, and more. Focus on fixing issues, not fixing connections.

Features and Capabilities

- **Chat Support:** Enable live support from your website with Click-to-Chat with real-time escalation to screen sharing and remote control, without ever losing contact with the end user.

- **Broad Platform Support:** Support and provide support from Windows, Mac, Linux, iOS and Android devices. Also support legacy devices using RDP, Telnet, SSH, and VNC.

- **Granular Permissions and Roles:** Granularly manage teams, users, roles, and session permission settings to enforce a least privilege security posture.

- **Collaboration:** Resolve support incidents faster by easily collaborating with other technicians and defining escalation paths to skilled resources in a cost-effective manner, while improving customer satisfaction.

- **Audit Trail with Session Recordings:** Track team performance as well as log and record session activity to serve as an audit trail for security, compliance, and training.

- **Provide Support from Chrome, Firefox, IE, and More:** Our HTML5 Web Rep Console lets you offer secure remote support from any browser – no downloads required – to immediately begin fixing issues from anywhere.

- **Integrations:** Connect seamlessly with ITSM tools like ServiceNow, third-party authentication solutions like Active Directory, and credential management solutions like BeyondTrust Password Safe.

- **The Remote Support Vault:** Seamlessly discover, manage, and rotate privileged credentials to mitigate service desk threats related to stolen credentials.

- **Customization & Branding:** Customize your support experience to foster trust with your brand

- **Deployment:** Choose from a physical, virtual, or cloud deployment with flexible licensing options.

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.

The #1 solution for leading enterprises to securely access and support any device or system, anywhere in the world.

"It is rare to find a company like BeyondTrust that matches the support level we provide our own customers. BeyondTrust's support is beyond excellent. We are extremely happy we made the switch to BeyondTrust from TeamViewer."

MICHAEL HEDE, TECHNICAL LEADER, CHILI SECURITY

BUSINESS BENEFITS

Maximize Value With A Single Solution
By gaining comprehensive functionality all within one product, support organizations can eliminate overlapping costs and focus time on resolving incidents, rather than supporting multiple tools. 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. 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 API's, 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