

TOP 5 REASONS

The Business Case for BeyondTrust Remote Support

You already know BeyondTrust Remote Support will help you connect to remote people, devices, and networks securely and efficiently. Now you need to get your team on board. This guide gives you everything you need to convince your team that BeyondTrust Remote Support is worth it.



#1: The Most Secure Choice

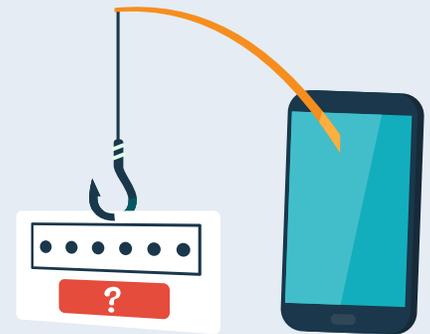
The number of remotely connected devices and systems is growing exponentially, and your job is to securely manage those devices and connections without compromising on productivity. No matter the size of your organization, or what industry, secure remote access needs to be a priority.

REMOTE ACCESS IS THE #1 ATTACK VECTOR

- Threat actors can easily find unsecured remote access pathways into your network
- Most security organizations simply don't know all of the remote access pathways being used by their employees and vendors
- Different teams & external vendors often use their own unsecured or free remote access tools
- IT groups typically have no centralized monitoring or auditing of remote access into their networks

COMPROMISED PASSWORDS MAKE UP 81% OF ATTACKS*

- Hackers target privileged accounts that will allow them access to critical systems, or to pivot to other systems
- Administrative accounts and passwords are often shared across teams and usage activity can't be tracked to a specific person
- Many organizations forget about privileged credentials used by service desks, service accounts, third parties, and between applications
- Sophisticated phishing techniques mimic legitimate log-in screens to steal credentials



BeyondTrust directly combats remote access and password threats

BeyondTrust Remote Support enables employees and vendors to securely access systems and seamlessly support their customers, while protecting credentials from threats via the BeyondTrust Vault. Improve business agility and remote support performance, while enforce least-privilege and other security best practices.

BeyondTrust is the most secure choice

Support teams need administrative access to desktops and critical systems to do their job. The security of their remote access tools is crucial in protecting your network from threats and meeting compliance regulations.

BeyondTrust is the most secure remote support solution on the market, with two-factor authentication, encryption of data in-transit and at-rest, granular permissions, comprehensive audit trails, and more.

Plus, consolidating all your remote access tools into one comprehensive solution not only increases security by minimizing the attack surface, but also helps your team to work more productively.



“Previously, the only way we could let vendors remote in was to set up a VPN. With BeyondTrust, we can give them limited access to our environment and record their session so I have an audit log of exactly what has been done. That makes our environment much more secure.”

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#2: Best Mobile Support Options

BeyondTrust enables your team to securely support practically any mobile device on any operating system.

- Screen share with iPhone, iPad, & iPods, or RDP from iOS devices
- Control remote Android devices, or RDP from Android devices
- Live stream with remote camera sharing from Android & iOS devices
- Embed chat and other remote support tools in your app



“BeyondTrust gives us the ability to work with a client from any platform, and we’ve integrated the BeyondTrust SDK to our iOS apps so we can see what the customer sees in real time.”

TEAMWORK RETAIL

See what your user sees with BeyondTrust InSight remote camera sharing

BeyondTrust InSight lets you see the remote video camera on iPhone, iPad, and Android devices. Remote camera sharing lets you perform remote support for anything your customer can see, including hardware and peripherals.



“Using InSight, we just point a mobile phone camera at the back of a panel to find the cables and draw a circle around them to show the employee which ones need to be swapped out. It’s really amazing.”

STRIBLING EQUIPMENT

#3: Integration Options Increase ROI

You've already invested in solutions for your service desk or support center to more efficiently track issues and end-user requests. Your remote support software should fit seamlessly into your environment and increase your return on those investments.

With the Mobile Rep Console, technicians can work from anywhere with a 3G connection on their smart phone. And the Web Rep Console enables technicians to support end-users with just a browser. End users don't have to download anything to receive support—a big plus for end users off your corporate network.

BeyondTrust's pre-built integrations fit into your environment and our open BeyondTrust API makes any custom integration possible.



IT SERVICE MANAGEMENT

Launch chat support or start a remote desktop connection from a service desk record.



CHANGE MANAGEMENT

Link BeyondTrust session details and video recording to an incident management record.



ACTIVE DIRECTORY AND LDAP(S)

Manage permissions and authentication with AD, LDAP(S), RADIUS and Kerberos.



SAML

Configure SAML as a single-sign-on enabler for BeyondTrust authentication.



SIEM

Leverage detailed session data to fulfill compliance requirements and gain visibility across your IT infrastructure.



PASSWORD VAULT

Seamlessly inject shared admin credentials to end systems.

Simplify Operational Processes

“The fact that BeyondTrust tags each ticket with a recording really caught my attention. It's a great time saver.”

UNIVERSITY OF MIAMI



#4: Proven Results

The cost and return on investment are critical in a purchase decision. If you want to maximize other IT investments in your organization while increasing efficiency, BeyondTrust Remote Support is the best option for your business.

BeyondTrust Remote Support boasts the best renewal rate in the industry. Choose the solution that will help your organization make meaningful changes and improvements to your service desk.

INTEGRATING BEYONDTRUST REMOTE SUPPORT WILL HELP YOUR ORGANIZATION TO...

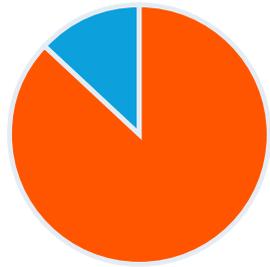
- Deliver an excellent service experience to your customers
- Meet key performance indicators and service level agreements
- Keep cost of support down
- Retain and develop staff
- Train new staff quickly

Increased Productivity Is Tangible With BeyondTrust

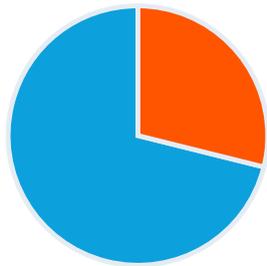


“With BeyondTrust, the typical response time from incident reporting to resolution has been reduced from approximately 6 hours to 15 minutes. Not having to spend 30 minutes walking across campus saves us a ton of time.”

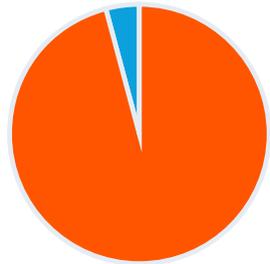
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87% of respondents saw an increase of 10% or more in First Call Resolution, and 35% of respondents saw an increase of 25%



29% of respondents stated their customer satisfaction increased 25%+ with BeyondTrust



96% of respondents saw an increase in agent productivity

*BeyondTrust Customer Survey

“ANATEL deployed BeyondTrust using a pilot period, fielding 227 remote calls. The length for the sessions averaged 29 minutes, which represented a dramatic improvement from the Service Level Agreement (SLA) of six hours. Additionally, 89% of the calls received were resolved through first tier support, compared to the SLA of 50%.”

ANATEL

#5: Unmatched Support and Services

BeyondTrust offers best-in-class technical support to ensure your organization has the proper resources and tools to troubleshoot any issue and complete a smooth implementation. BeyondTrust is committed to elevating your support organization's performance and maximizing your return on investment.

PROFESSIONAL SERVICES ENABLE YOU TO ACHIEVE RESULTS QUICKLY

- Give your team the foundational knowledge needed to install, configure and manage the BeyondTrust solution for optimum performance with BeyondTrust University Training
- Receive guidance and recommendations from senior-level technical and product implementation experts to ensure your BeyondTrust environment is secure, reliable, up-to-date, and ready to deliver on your business requirements
- Work with one of BeyondTrust's experienced implementation engineers to guide you through deployment
- Troubleshoot and resolve your questions effectively with help from BeyondTrust Technical Support
- Leverage BeyondTrust Protect to maximize BeyondTrust's security capabilities, including data at rest encryption

**Talk to your account manager for the pricing of service packages.*

"One of the main reasons we keep BeyondTrust is the tech support. I never have to worry about the tech not knowing how to fix, or escalate when needed. Thanks for all the years of great support."

HORIZON BEVERAGE



96% CSAT

and

6.72 (OUT OF 7)

Customer Effort Score in working with support

The Result: Our Customers Love Us

When you put the Top 5 reasons together, it is easy to see why our customers love us. BeyondTrust is trusted by over 20,000 companies around the world. Visit our [case study library](#) to hear what they have to say!



“I see BeyondTrust as more than a remote support solution. It supports so many things, from security to training to our ability as an IT team to collaborate.”

HEALTHCARE CUSTOMER

Common Q&A About BeyondTrust Remote Support

BeyondTrust Remote Support's exhaustive feature list covers nearly any remote support use case you could imagine, but what about the bigger picture? Here are some commonly asked questions:

"We are worried about security, how will BeyondTrust Remote Support help us?"

BeyondTrust is the most secure remote support solution on the market with two-factor authentication, advanced encryption, granular permissions, comprehensive audit trails, and more.

BeyondTrust works through firewalls without VPN tunneling, so your perimeter security can remain intact. All session traffic and data in-transit is encrypted, and BeyondTrust logs and records each remote session for a detailed audit trail. BeyondTrust offers more than 50 separate permissions, so that you can fine tune the level of access and we integrate with your existing directory services (LDAPS, Kerberos, Smart Card, RADIUS) so that if you change a support rep's account in Active Directory, it is automatically reflected in BeyondTrust. BeyondTrust can also be configured with data at-rest encryption.

"What is the problem with the tools we are using now?"

Using a patchwork of legacy solutions compromises productivity and security. From a productivity standpoint, consolidation is key. Eliminate wasted time switching between platforms or manually updating data. When you use multiple tools, you are adding more layers or process. BeyondTrust provides the only remote support tool you'll ever need.

And when it comes to security, legacy connection methods like RDP or VPN do not inherently provide the level of access control specified in compliance regulations. These legacy methods do not offer granular permission capabilities and are challenging to monitor and audit. This is why remote access is the #1 threat vector for organizations.



“Will this help us meet [HIPAA, PCI, GDPR, etc.] compliance mandates?”

Yes, BeyondTrust Remote Support can help your organization protect sensitive data and meet compliance mandates. Whether you’re subject to PCI, HIPAA, ISO, GDPR, or other regulations, BeyondTrust can help you easily produce the access audit trails and reports you require.

Automatically capture a detailed audit trail that documents all session activity and credential usage. Control and limit access to sensitive data, such as personally identifiable information (PII), to only the users who need it, with the least level of privilege required. BeyondTrust will help lower your administrative burden by enabling you to spend less time retrieving documentation for an audit and easily produce detailed attestation reports to prove compliance.

“We are switching to a cloud infrastructure, is BeyondTrust a good fit?”

BeyondTrust offers more deployment options than any other remote support vendor. Organizations can choose from physical, virtual, or cloud appliances.

The BeyondTrust Appliance has helped enterprises satisfy regulatory requirements around remote support and access for years. Deploy physical and virtual appliances on-premises under the trusted security measures you already have in place.

BeyondTrust Cloud offers the features and functionality of BeyondTrust’s on-premises appliances in the cloud. The unique segmentation capabilities of our cloud deployment, hosted on Amazon Web Services (AWS), give you cloud without compromise.

