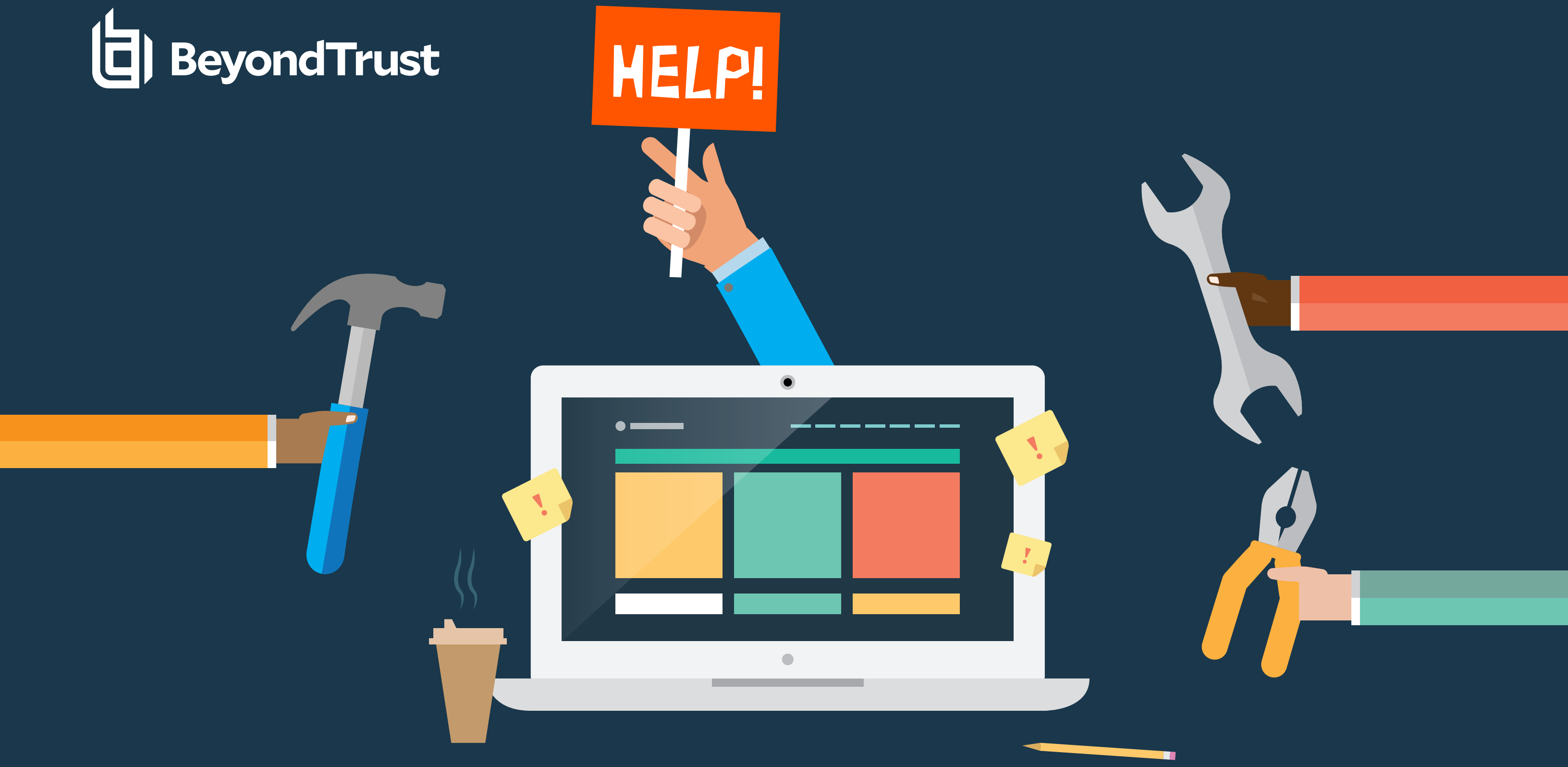
BeyondTrust



REMOTE SUPPORT TOOLS - WHY LESS IS MORE

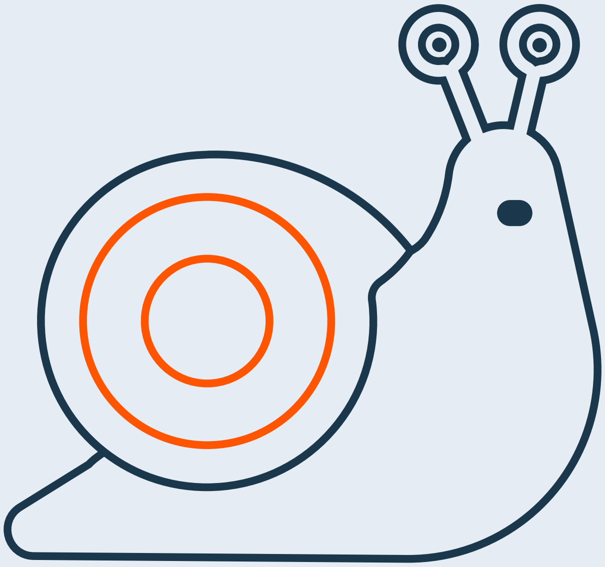
How consolidating to one solution benefits your business

Many IT service desk groups use a number of remote access tools to support their users. An audit of the remote support tools in your organization will likely reveal that different remote access products are being used for different support scenarios, including:

- Helping users inside and outside the traditional network perimeter
- Remotely accessing servers and workstations, and other unattended systems
- Maintaining network devices (switches, routers, etc.)
- Supporting a number of platforms, including Windows, Linux, and Mac systems
- Supporting a wide variety of mobile devices running iOS and Android
- Facilitating remote access for vendors and other third parties
- Fixing off-network devices, such as robots, machines, and any other device that's not connected to the Internet

But when it comes to remote support tools, ***less truly is more.*** Using multiple tools can lead to inefficiency, administrative burden, hidden costs, and security risk.

> In the absence of a strategic long-term view, a multi-product patchwork of various tools is not only difficult to sustain but also creates challenges related to inefficiency, expenses, and security.



Exponential Inefficiency & Adminstrative Burden

Productivity suffers from disjointed or manual processes that do not scale effectively. When your help desk is using multiple remote control tools, the day-to-day tasks for technicians are often slowed down as they switch between tools for different tasks. Additionally, a lack of integration with CRM systems, ITSM solutions, online support portals or web-based chat support can impact productivity. In order to service a ticket, your technicians may have to open multiple programs, which also provides an inconsistent experience for the end user.

Many basic remote access tools such as VNC, RDP, and certain versions of TeamViewer and LogMeIn do not provide the flexibility and scalability that many organizations need. Some of them may not be able to support all the operating systems you have or cannot integrate with the ticketing or CRM tool you're already using.

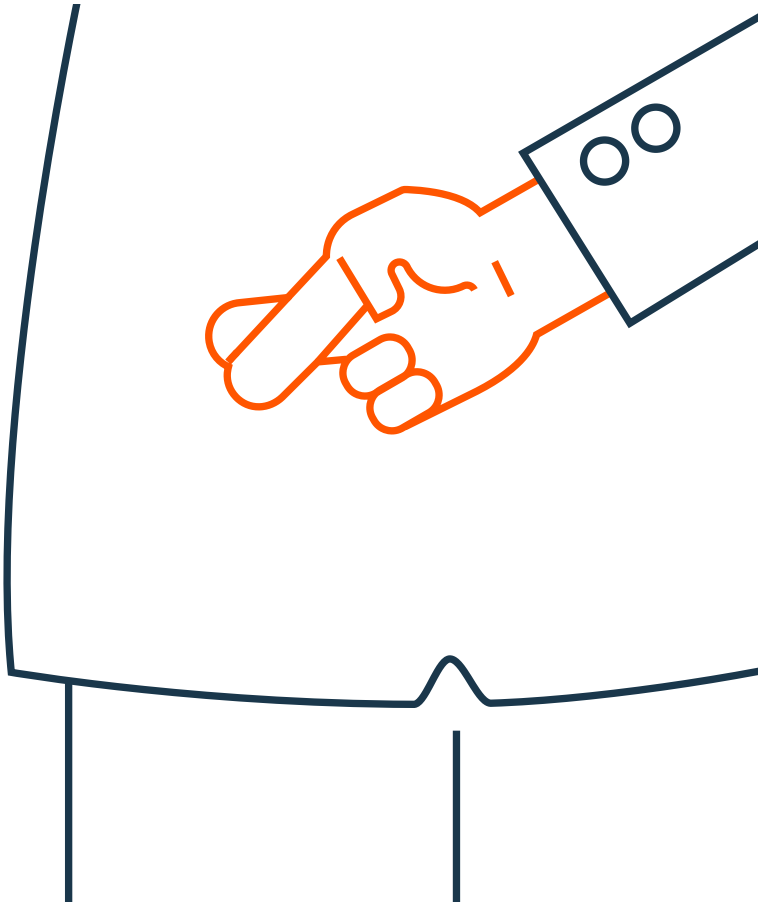
The more basic tools often impose a significant administrative burden when it comes to managing the product. BeyondTrust's enterprise-grade user management and administration capabilities centrally manage users, groups, and permissions with ease. Rapid provisioning that integrates with existing directory products such as LDAP/Active Directory enable administrators to automate the management of BeyondTrust and eliminate the need for separate manual processes.

Lack of Value

Free and basic remote support tools often have very limited use cases that often don't meet the needs of today's highly networked and technology driven companies. If you are trying to remote into your desktop for personal use, or running basic support for a very small company, a free support tool may be able to get the job done.

But when these tools are being used for more complex support cases, or to support larger organizations, trying to stretch the capabilities of these tools comes at a cost. Inefficient tools means your reps need more time to close support tickets, which has a real impact on your bottom line.

Or maybe you have been a victim of the classic "bait and switch" where you realize how many add-ons and upgrades you need to pay for beyond of the license fee to get the product to do what you really need.



Burgeoning Risk

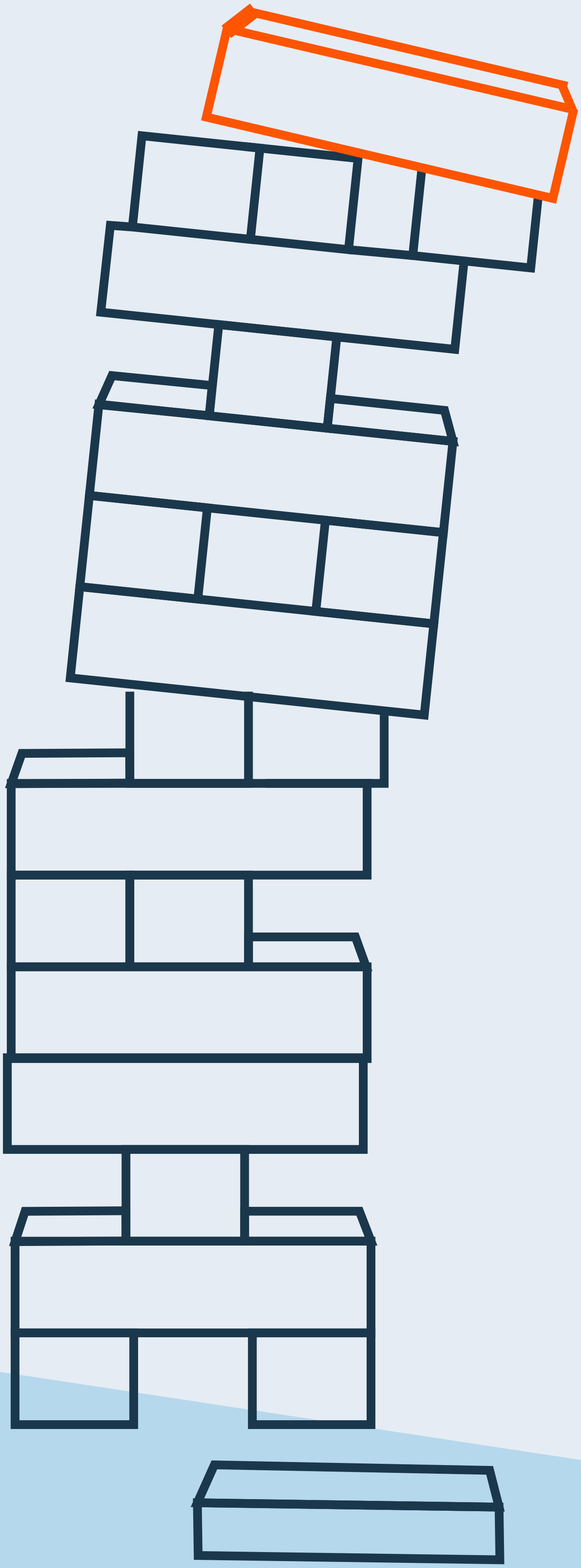
When it comes to data breaches, remote access is a primary attack vector. Threat actors can easily find unsecured remote access pathways into your network and most security organizations simply don't know all of the remote access pathways being used by their employees and vendors. Most companies would have a difficult time even identifying how many remote support connections took place during a specific period of time, much less what happened during those sessions.

Many legacy remote support tools have no logging, reporting or other auditing capabilities, or what they capture is very limited. The result is an incomplete or missing record of support activity, since logs of varying detail and format, if available, must be aggregated and synchronized from multiple data silos.

The use of multiple tools for remote support creates security problems before an incident ever begins. Very few of the legacy remote control tools are able to integrate with identity management mechanisms such as Active Directory, LDAP or RADIUS; therefore, guarding who has access to the tools is a manual exercise prone to risk.

Tools like VPN create a huge risk when used for external vendors and third-party users. Cyber criminals target these users to exploit the VPN and gain a foothold in the network, giving them time to pivot and move laterally across your network gaining unauthorized access to sensitive systems, often undetected for quite some time.

Ultimately, when a company has no centralized management of remote control technology, more tools just create more security holes. And when a company lacks visibility in respect to support activity, the risk of a hacker using stolen or misused credentials from the service desk to initiate a data breach increases.



Consolidate Remote Support With BeyondTrust

BeyondTrust enables you to quickly access and fix nearly any remote device, running any platform, located anywhere in the world through one solution. BeyondTrust offers the security, integration, and management capabilities your IT and customer support organizations need to increase productivity, improve performance, and deliver a superior customer experience.

Drive Efficiency. Think more strategically about the support process. Suddenly, there is no such thing as a nonstandard support scenario – technicians are simply able to connect to end-users, wherever they are working or whatever platform are using. BeyondTrust's out of the box integrations with a variety of ITSM solutions and robust APIs and Software Development Kit enables your organization to maximize the investment of the existing infrastructure.

Reduce Costs. By using one product, a support organization eliminates overlapping costs. Much of the time once spent installing, maintaining, troubleshooting or managing multiple tools can now be used resolving incidents. And unlike some other vendors, BeyondTrust doesn't charge more for important features like remote camera sharing or mobile device support – it's all included with your license.

Increase Security. BeyondTrust controls remote support authentication by integrating with identity management protocols and external security providers (Active Directory, LDAP, Kerberos and RADIUS). And since different customers have different rules about what constitutes compliance, BeyondTrust allows administrators to set rules governing support interaction on a per-rep, or a per-team basis.

Create an Audit Trail. Every BeyondTrust session is logged and auditable, creating a central repository for all remote support activity. The administrator can review every click and keystroke from every single session within the organization for both auditing purposes and root cause analysis. And, you can easily integrate with your SIEM tool for more robust alert and monitoring.

> Unifying our teams with a single remote support solution was an important part of our continual service improvement initiative.
>
> THE UNIVERSITY OF MIAMI

To learn more about how BeyondTrust Remote Support can help your organization, visit beyondtrust.com/remote-support

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