



Remote Support

Reduces the attack surface of your service desk to secure your Paths to Privilege™

BeyondTrust Remote Support is a leading choice to enable service and help desk teams to quickly and securely access and fix remote devices running on any platform, located anywhere on or off-network, with one centralized console.

We've been trusted for nearly 20 years by federal agencies, financial institutions, and SaaS / cloud-native companies. BeyondTrust Remote Support is the most comprehensive solution for your service desk needs, providing centralized controls, remote access, automated scripts, encrypted file sharing, live dashboards, and more. This allows you to consolidate to one powerful solution, eliminating extra tools and license costs.

Enjoy enterprise-grade security for every service desk with secure Jump™ access as a VPN alternative, credential vaulting, robust session monitoring, SSO/MFA, and more. No matter your deployment size, you'll have the tools to accelerate service desk operations and enhance your security posture with trusted, secure access.

CUSTOMER SUCCESS

Norton Health Care

- Decreased incident handling time by 30-60%.
- Increased first-call resolution by 55% with Remote Support.
- Met HIPAA compliance requirements.

"We went from roughly 30 providers that could provide telehealth services to 1,800 in a matter of a few weeks. We were not used to supporting thousands of new telehealth visits, but BeyondTrust helped us keep up with the sudden increase in demand to support these services."

— Mitch Bryant, Information Services,
Production Support Manager

✓ Reduced Risk

Secure privileged IT admin accounts to prevent unauthorized access to your service desk and critical assets.

✓ Easier Compliance and Auditing

Simplify compliance for your service desk with automated session logging, including granular metadata, such as which user is controlling the mouse. Auditing and compliance requirements can be met and reports created with just a few clicks.

✓ Increased Service Desk Efficiency

Leverage a single point of control for your entire service desk, including service and repair of all devices (Windows, Mac, Linux, iOS, Android).

✓ Cost Savings

Consolidate functionality into a comprehensive remote support solution to eliminate spending on VPNs, credential management, overlapping screensharing tools, and service desk reporting tools.