

Remote Support

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

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 control console.

Formerly known as Bomgar, we've been trusted for nearly 20 years by federal agencies, financial institutions, and SaaS/cloud-native companies. Our solution provides the most comprehensive solution for your service desk needs: centralized controls, remote access, automated scripts, encrypted file sharing, live dashboards, and more, eliminating extra tools and license costs.

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

Trusted, comprehensive, and secure—acceleration for your service desk, simplified.

Key Outcomes

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).

Reduced Costs

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



Client Success Stories

See why BeyondTrust is the preferred choice of 75% of the Fortune 100, maintaining a 95% retention rate with a 95% CSAT Score.

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

PAYCHEX

- **Enabled WFH environments for 16,000 in just one week.**
- **Provided an exceptional customer experience.**

"It was critical for our IT Team to have the Remote Support tool to get into computers, see what was going on, not have to wait for our users to figure things out on their own, and successfully set up our employees in thousands of new and different work from home environments."

—John Quinmore, Senior Knowledge, Reporting & Tools Engineer

To learn more or request a demo, visit www.beyondtrust.com/products/remote-support or contact our sales team at sales@beyondtrust.com.

Our experts will guide you through the setup process and help you get the most out of our solution.