BeyondTrust Remote Support

Remote Access and Control

The core of remote support is seeing and controlling remote devices. With BeyondTrust's Remote Support, you can see your customer's screen and fully interact with the remote desktop. This enables you to troubleshoot and fix systems on or off your corporate network. With robust features like remote control & screen sharing, unattended access, annotations, file sharing and remote mobile device camera sharing, you can support your end users and their devices as if you were there. With Remote Support's thick client, browser-based console or mobile app, you can provide support anytime, anywhere.

Efficiency and Scale

Help desks are under constant pressure to do more with less and Remote Support can keep up with your business. It seamlessly integrates with external directories, like LDAP, so you can manage users, groups, and permissions using existing administrative processes. Remote Support enables you to easily manage unattended access to hundreds or thousands of systems as your IT infrastructure grows and create mass installer packages for both the Representative Console and unattended endpoints.

Using Remote Support you increase team productivity within your helpdesk, regardless of size. Features like Remote Support Chat, skills-based routing, canned scripts, and escalation and collaboration help your technicians work more efficiently.

Empower, Protect, and Scale your Service Desk

With Remote Support you can provide instant, secure, reliable 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.
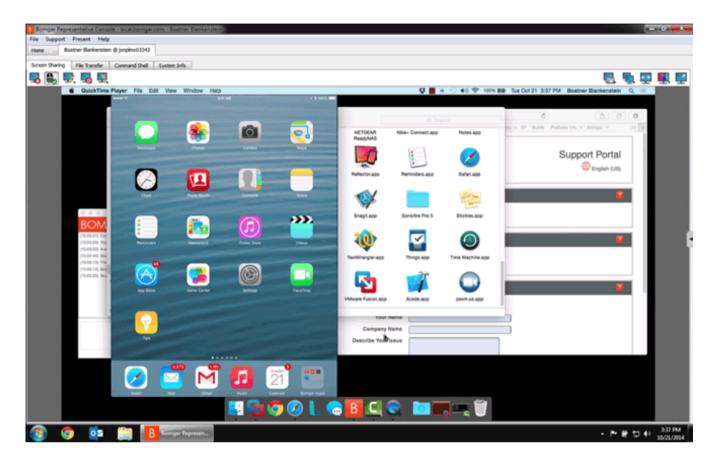
Empower - Enable your service desk reps with a single, powerful remote support solution to diagnose and troubleshoot issues quickly and securely, across any device or operating system.

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 organizations of any size.

> "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 within one product, support organizations can reduce costs by focusing time on resolving incidents, rather than supporting multiple tools. And, BeyondTrust's Remote Support doesn't have up-charges 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.

Features and Capabilities

• **Chat Support:** Click-to-Chat live support with real-time escalation to screen sharing and remote control; never losing contact with the end user.

• **Broad Platform Support:** Support for Windows, Mac, Linux, iOS and Android devices as well as 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.

• **Support for Chrome, Firefox, IE, and more:** The HTML5 Web Rep Console offers 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.

• **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.

Integrations

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.

BeyondTrust's Remote Support has pre-built integrations to fit into your environment. You can sync with Active Directory, your ITSM tools, third-party authentication solutions, SIEM tools or password managers to utilize features that will help you get the most out of your IT software.

And the open Remote Support API makes any custom integration possible.

Replace RDO, VNC, and Other Hard-to-Audit Remote Desktop Solutions

When it comes to empowering your IT organization, nothing beats BeyondTrust's Remote Support. BeyondTrust greatly simplifies desktop support. End users can initiate support requests from a support portal, Windows application, or BeyondTrust Buttons. And the patented Jump Technology is state-of-the-art for server and IT infrastructure maintenance

Seamless Credential Injection

When BeyondTrust Remote Support is integrated with BeyondTrust Vault or BeyondTrust Password Safe, users can directly inject credentials into end servers and systems with just one click. Since the user never sees the plain text credentials, they can't compromise them, greatly increasing security. You can also Improve productivity by allowing administrator accounts to access systems with a single click- no more wasted time finding or tracking down credentials.

Call to Action

Visit the Swish BeyondTrust Remote Support page <TBD Link> for more information, white papers, case studies, and product comparisons to understand how the enterprise grade features of Remote Support will resolve issues more quickly, improving productivity and end-user satisfaction. Contact l Swish at 703-635-3324 to schedule a meeting with our engineering staff to determine your requirements and architect a solution to meet your needs.

About Swish

Swish is a customer-centric, specialized integrator with an engineering first culture. Swish focuses on IT Modernization, Performance and Cybersecurity solutions. Swish strives to bring value to clients through continuous improvement expertise; robust services, superior engineering and creative solutions.

To learn more, please visit: **www.swishdata.com**

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