

Remote Support Implementation Service

Accelerate Secure Remote Support Deployment

The Swish Services team will work with your organization to implement Remote Support according to industry best practices. Working directly with your team, Swish Services will help install and configure Remote Support to enable you to provide superior service and support to your customers and for your devices.

Best Practice Configuration based

- ▶ upon years of experience configuring customer environments.

Integrated User Authentication

- ▶ using your existing authentication services: AD(LDAP), Kerberos, RADIUS, or SAML.

Enhanced Support Workflows

- ▶ that support desktop, server, mobile, and network devices over multiple channels, including chat.

To ensure success, your System Administrator should complete BeyondTrust University training and certification for Remote Support Administration.

Benefits

- Accelerated and increased return on investment.
- Optimized security settings.
- Enabled and enhanced unique support workflow and requirements.
- Integrated authentication using your authentication service (AD/LDAP, Kerberos, RADIUS, or SAML).
- Ensured high availability using Active/Passive Failover.

Deliverables

- Dedicated Project Manager and Engineer
- Deployed and operational appliances
- Security settings configured to best practices
- Integration with authentication services
- Public Portal branded with your logos
- Support workflows configured with your unique support issues and team requirements
- Group/Session/Jump policy configuration to address your specific requirements
- Session archival and automated backups configured
- Failover configured
- Atlas configured
- Deployment Summary Document provided

Service Solution Tiers

Swish provides a tiered service solution to meet the needs of any enterprise:

- ▶ Tier 1 and 2 Implementation Services are pre-defined firm-fixed price solutions.
- ▶ Larger deployments or custom integrations and customization will be based on Tier 3 and will include a SOW and custom final pricing to match your exact environment and/or special requirements. The Table below summarizes this tiered solution approach:

| Professional Services Criteria | Tier 1 | Tier 2 | Tier 3 |
|--|--------|--------|--------|
| Appliance Deployment | | | |
| Cloud | ● | ● | ● |
| On-Premise, 1 appliance | ● | ● | ● |
| On-Premise, 2 appliances | | ● | ● |
| On-Premise, 3-6 appliances | | | ● |
| Failover Configured and Tested | | ● | ● |
| Atlas Configured and Tested | | | ● |
| Representative Authentication | | | |
| Local | ● | ● | ● |
| LDAP, Active Directory, or SAML | ● | ● | ● |
| Two-Factor, Kerberos, RADIUS, or Smart Card | | ● | ● |
| Technical Use Cases | | | |
| Integration Client Setup (session/recording archival and automated configuration backup) | ● | ● | ● |
| Vault Credential Injection (5 Endpoints and 5 Credentials) | | ● | ● |
| Session Initiation | | | |
| Representative List | ● | ● | ● |
| Session Keys | ● | ● | ● |
| Issue Submission Survey with Teams | | ● | ● |
| Client Deployment | | | |
| Representative Consoles Manually Deployed | 5 | 5 | 5 |
| Representative Console Mass Deployment - Advised | ● | ● | ● |
| Support Buttons Manually Deployed | 5 | 5 | 5 |
| Support Buttons Mass Deployed - Advised | ● | ● | ● |
| Jump Items Manually Deployed | 5/type | 5/type | 5/type |
| Public Portal Branding | | | |
| Logo Only | ● | ● | ● |
| Basic CSS Template | | ● | ● |

Summary of tiered solution approach.





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 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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