

# Elevate the performance and security posture of your service desk with Remote Support

The landscape for service desks is increasingly fraught with cyber threats, a trend that continues to escalate. Malicious actors are launching increasingly sophisticated attacks leveraging vulnerabilities and weaknesses within service desk solutions and lax security measures to target privileged accounts—from the theft of privileged account credentials to the exploitation of inadequately patched-together service desk systems and shadow IT. Without a robust and secure service desk solution in place, your system framework is left exposed, posing significant risks to your organization's security infrastructure.

**BeyondTrust Remote Support is the #1 solution on the market for organizations looking to secure their service desk operations.**

Built by security leaders based on Zero Trust Architecture principles and certified by FedRAMP and FIPs, the secure-by-design capabilities and features provide identity-secure access to systems and devices, empowering your service desk to efficiently and effectively service, repair, and monitor all devices and support sessions—while safeguarding your organization's critical operations.

“BeyondTrust also helps with HIPAA regulation requirements, we are able to protect our patient information by being able to audit the sessions that are taking place, and also that the sessions terminate after each visit to a remote desktop.”

-Information Technology Director, Health Care

## Feature highlights include:

### Remote Access & Control

Control, troubleshoot, and fix remote devices, on or off the corporate network, with anytime/anywhere support.

### Credential Vaulting & Injection

Protect accounts with a comprehensive Vault that discovers, stores, rotates, and injects credentials.

### Powerful Group and Nested Group Policies

Enforce least privilege with identity-based, just-in-time access policies for users, efficiently managed with group policies that can be nested for maximum control.

### Integrations Your Way

Optimize your service desk by integrating with your existing CRM, ITSM, SIEM, and password tools, and leverage BeyondTrust's open API to create your own custom integrations.

## Remote Support Product Details & Free Trial

<https://www.beyondtrust.com/products/remote-support>

### Elevate Your Service Desk Security Posture

Secure your service desk with a comprehensive solution that protects account credentials and secures and monitors access.

### Drive Service Desk Efficiency

Eliminate overlapping costs while meeting business demands by equipping your IT teams with the tools they need.

### Meet Compliance Requirements

Simplify compliance audits with a centralized session monitoring repository and unimpeachable audit trail.

