Thousands of organizations worldwide rely on ServiceNow® solutions for service management across IT, human resources, facilities, field service, and other disciplines. ServiceNow integrates with BeyondTrust to reduce cyber risks and increase productivity in your service desk.

**Increase Productivity**
Technicians can launch a remote session from an open ticket in ServiceNow, and append notes to the ticket when the session ends.

**Strengthen Security**
Make it easy for teams to access desktops, servers, and systems quickly, without revealing plaintext credentials.

**Meet Compliance Requirements**
Retrieve session details and their associated tickets or change requests on demand to prove compliance with ease.

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**Features and Capabilities**

**Remote Support with ServiceNow**
- Technician-initiated remote support session launched directly from ServiceNow incident or change record
- Single-click, end-user-initiated chat/remote support session via the ServiceNow self-service portal
- Convenient technician access to the associated incident directly from Remote Support
- Automatic updates of ServiceNow incidents and change requests with details from each BeyondTrust Remote Support session, including links to session recordings, file transfer details, work notes, system information and post-session survey results
- Web service available to generate a ServiceNow incident from a Remote Support Session
- Direct Jump access to a remote system from an incident or change request
- Support for Intel vPro to access remote systems even when the OS is not running

**Remote Support with ServiceNow Express**
- Generate session key from an incident
- Jump to a configuration item from incident, including an option to jump to search
- Get immediate support from an incident in the self-service view
- Associate the incident number with the Remote Support session

➤ Find BeyondTrust in the ServiceNow App Store
BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering companies to secure and manage their entire universe of privileges. The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance.

beyondtrust.com/servicenow

Streamline Support & Ticketing

Initiate remote support sessions directly from a ServiceNow® incident or change record and leverage Remote Support features to improve first-call resolution (FCR) rates.

“In addition to the ease with which representatives can launch sessions and track them from the ServiceNow® service desk, the BeyondTrust interface has a number of other valuable features that our representatives really appreciate.”

STACEY NICHOLSON, HELP DESK MANAGER, SHAW INDUSTRIES

BUSINESS BENEFITS

Improve Efficiency with Integrated Remote Support

The BeyondTrust Remote Support integration with ServiceNow allows a support representative to launch a secure remote support session directly from the incident record to immediately begin diagnosing and resolving a problem – increasing first call resolution rates, shortening call times and eliminating site visits.

Integrated Chat Support with Remote Control

Integrating BeyondTrust Remote Support with ServiceNow gives you a complete remote support solution. Remote Support includes secure chat support capabilities, so you can offer live help from your website, knowledge-base or self-service support portal.