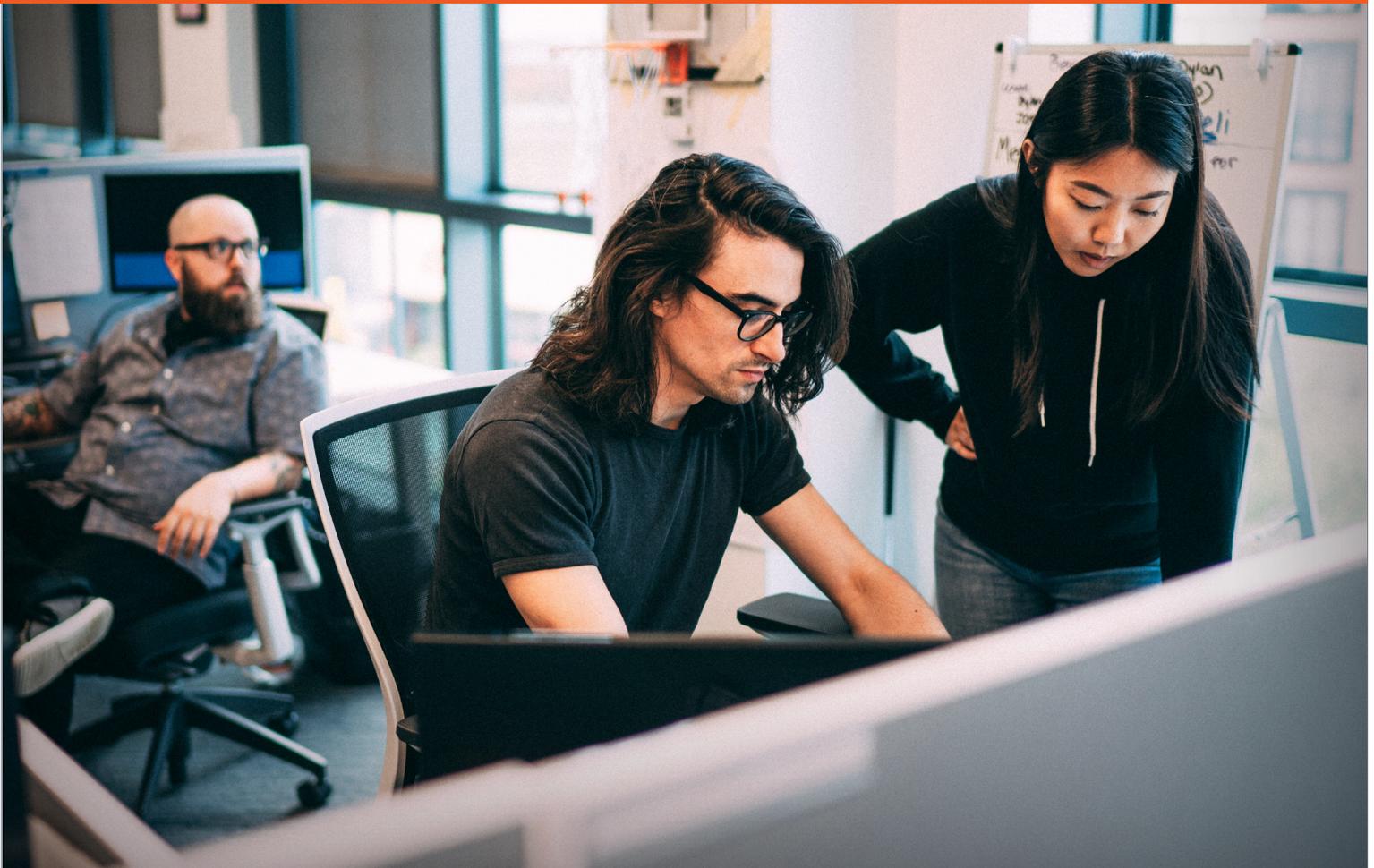


# BEYONDTRUST vs WEB CONFERENCING TOOLS

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## The Right Solution Is More Critical Than Ever

IT help desks face an increasingly complex support environment, requiring flexible remote support options that scale, adapt, and continue to meet rigorous security requirements, and choosing the right remote support software is pivotal to the productivity and security of your service desk.



## Are You Using The Right Solution for Support?

With the rise of telecommuting and Bring Your Own Device (BYOD) initiatives, workplace technology is rapidly becoming more geographically distributed and complex. Companies are conducting more of their processes remotely, from online meetings to customer support. Many companies attempt to use existing online meeting tools for remote support. While this may decrease the initial investment, the resulting inefficiencies typically end up costing more in the long run and negatively impact service desk productivity.

### BEYONDTRUST REMOTE SUPPORT

Our award-winning Remote Support solution is used by thousands of customers globally, making it the #1 solution for leading enterprises looking to securely access and support any device or system, anywhere in the world.

BeyondTrust Remote Support was developed specifically for the service desk, offering a comprehensive feature set designed to enable the process of incident resolution.

#### *Remote Support Defined*

Remote support software allows one computer to remotely access and view the screen of another computer or device using an Internet connection, specifically to provide support-based functions for Windows and Mac-based desktops, mobile devices, and other network assets, such as servers and point-of-sale (POS) systems. IT support technicians can also remotely access unattended systems, which don't have end-users present on the endpoint, to provide routine maintenance and support to servers and other network devices.

#### *Primary Use Cases*

- ▶ Remotely access and control desktops, servers, mobile devices, and network devices
- ▶ Transfer sessions to the right technician seamlessly
- ▶ Secure file transfer
- ▶ Measure customer satisfaction, average handle time, first call resolution
- ▶ Meet compliance mandates and regulations such as HIPAA, PCI-DSS & GDPR with session recording, audit trails, and permissions management
- ▶ Integrate with ITSM solutions and Active Directory

### SKYPE FOR BUSINESS, ZOOM, WEBEX, GO TO MEETING

Web conferencing tools have been designed to enable online meetings. While they do offer rudimentary remote-control capabilities, these tools don't offer capabilities that enterprise help desks need to provide support to their end users.

#### *Web Conferencing Defined*

Web conferencing tool allows users to host an online meeting with high-definition video conferencing from their Mac, PC, iPad, iPhone or Android device. Users can meet remotely, screen share and chat via internet browser, mobile or desktop application. Typically these tools are only web-based.

#### *Primary Use Cases*

- ▶ Administer Webinars
- ▶ Conduct remote meetings with video
- ▶ Share the screen
- ▶ Record meetings
- ▶ Mange, schedule and send meeting invitations
- ▶ Share business documents



	BeyondTrust	Web Conferencing
<b>Security</b>	<ul style="list-style-type: none"> <li>▶ Single tenancy SaaS – your data is never mixed with other customers</li> <li>▶ Native 2FA increases the security of remote access by requiring a second factor to login</li> <li>▶ Session logging data is available on the appliance in an un-editable format for up to 90 days, that can be moved to an external database for long term storage</li> </ul>	<ul style="list-style-type: none"> <li>▶ All customers share a single instance of the software</li> <li>▶ Extensive history of hacked accounts and security issues due to lack of focus on security features</li> <li>▶ Issues with privacy policies, handing of the personal data of users, and encryption policies. Zoom only offers end-to-end encryption to paid users</li> <li>▶ Security inefficiencies could lead to malware and malicious actors recording sessions and capturing text chats without the knowledge of the participants</li> <li>▶ No granular permissions</li> </ul>
<b>Password Vaulting</b>	<ul style="list-style-type: none"> <li>▶ Remote Support includes an integrated Vault, allowing users to securely store, share, and track the use of privileged credentials by the service desk</li> </ul>	<ul style="list-style-type: none"> <li>▶ No password vault integration and no password rotation</li> </ul>
<b>Integrations</b>	<ul style="list-style-type: none"> <li>▶ Integrates with more third-party solutions than any other competitor, increasing your ROI on existing IT investments and maximizing their capabilities</li> </ul>	<ul style="list-style-type: none"> <li>▶ A much smaller selection of integrations available means there is a risk of inefficiencies, feature duplication, and lack of synergy in your existing environment</li> </ul>
<b>Features</b>	<ul style="list-style-type: none"> <li>▶ BeyondTrust has the most comprehensive feature set like screen sharing, chat, collaboration enabling consolidation to a single solution while reducing the risk of security breaches</li> <li>▶ Tiered Support and intelligent collaboration enable service desks to implement queues to manage incoming traffic and ensure end users are directed to the most qualified technicians</li> </ul>	<ul style="list-style-type: none"> <li>▶ No ability to 'take control' in a mode that is transparent to the end user or to the audience</li> <li>▶ No troubleshooting capabilities</li> <li>▶ No tiered support</li> <li>▶ No collaboration or seamless escalation with other reps</li> <li>▶ Not all tools provide file sharing, and some have a size limit or cumbersome process</li> <li>▶ No command shell, reboot, or admin privileges are enabled, and the process of gaining remote control is inefficient</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>▶ The only Remote Support solution that meets the rigorous requirements of Federal Information Processing Standard Publication (FIPS) 140-2 Level 2 validation</li> </ul>	<ul style="list-style-type: none"> <li>▶ Does not have a FIPS federal validation</li> </ul>
<b>Deployment</b>	<ul style="list-style-type: none"> <li>▶ BeyondTrust is the only remote support provider that offers Cloud, SaaS, and physical and on-premises deployments, with a variety of licensing options</li> </ul>	<ul style="list-style-type: none"> <li>▶ No on-premises deployment option, and SaaS architecture mingles all user data in one instance</li> </ul>



## QUESTIONS TO ASK

### *Functionality & Ease of Use*

- ▶ What platforms do you support?
- ▶ How easy is it to set up?
- ▶ What functionality is included in the core product, and what costs extra?
- ▶ What are mobile support options?
- ▶ Can I export session recordings? In what format?

### *Integrations*

- ▶ Does the solution work with the ITSM, security or other IT systems already in use?
- ▶ What features are available with the integration? For example, can I start sessions only? Is session history captured from the remote support solution to the integration?

### *Password Vaulting*

- ▶ Can I track privileged accounts commonly used in the service desk?
- ▶ Does the solution hide plain text passwords from users?
- ▶ Is there automatic or manual rotation of passwords after each use?
- ▶ Can technicians retrieve credentials for use outside a session?

### *Security*

- ▶ What components of the product ensure security?
- ▶ Does the solution include an integrated password vault?
- ▶ Does the solution require changes to your firewall?
- ▶ Do you support data-at-rest encryption?
- ▶ Is data encrypted at rest in their cloud offering?
- ▶ Is there a tamper-proof audit log?
- ▶ Is native two factor authentication included?
- ▶ Has the solution received FIPS or other security certifications?

## ABOUT BEYONDTRUST

BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering organizations to secure and manage their entire universe of privileges. Our integrated products and platform offer the industry's most advanced PAM solution, enabling organizations to quickly shrink their attack surface across traditional, cloud and hybrid environments.

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. We are trusted by 20,000 customers, including 70 percent of the Fortune 500, and a global partner network.

[beyondtrust.com](https://beyondtrust.com)