# Turbocharge your service desk to securely access and support any device or system, anywhere *with* **Remote Support**

IT help desks face an increasingly complex support environment that demand flexible remote support options. Many companies use a mix of solutions, including free tools, that do not scale to large organizations, measure up to today's security standards, or lack key features that address security gaps. Organizations are seeking more comprehensive remote support solutions that not only cover an expansive list of use cases, but also enable them to meet increasingly stringent compliance mandates.

BeyondTrust Remote Support is the #1 solution to securely access and support any device or system, and empowers IT help desks to focus on solving user problems, not security concerns. Architecture options suited to today's security and compliance mandates enable you to deliver best-in-class support experiences—without compromising security postures or impacting business speeds.

"The Remote Support solution has saved time and increased productivity, which is essential in a sector as competitive as ours. The ability to support sites remotely, rather than having to go onsite, saves time and money, giving a great ROI."
- **CISO, CHRONOPOST**

### Drive Service Desk Efficiency

Meet business demands and achieve strategic objectives by equipping your IT teams with the tools they need.

### Meet Compliance Requirements

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

### Lower Costs & Maximize Value

Eliminate overlapping costs, prevent security gaps, and focus time on resolving incidents with one remote support tool solution that can do it all.

## Feature highlights include:

### Remote Access & Control

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

### Teams & Permissions Administration

Increase security by enforcing least privilege and just-in-time access with granular control over role and permission settings and session policies.

### Efficiency & Scale

Scale effortlessly along with infrastructure growth with efficient management of all access and external directory integrations, mass installer packages, canned scripts, and escalation features.

### Integrations

Maximize your CRM, ITSM, SIEM, and password tools, and use BeyondTrust's open API to create custom integrations.

## Remote Support Product Details & Free Trial
**beyondtrust.com/remote-support**