



—• Customers Make the Business Case for **BeyondTrust Remote Support**

Learn the **Top 5 Reasons** Customers Are Choosing BeyondTrust Remote Support

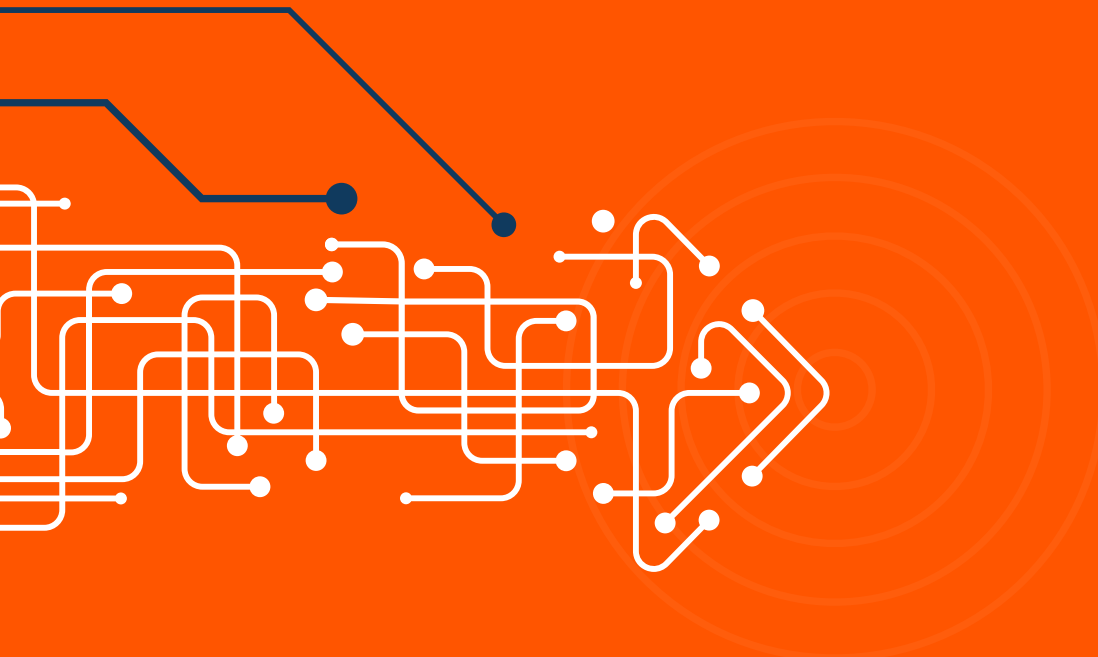




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Introduction

Many service desks use multiple tools for remote support. However, switching between tools for different tasks or using tools that only support a narrow set of systems can stifle efficiency, innovation, and scalability. It can also interfere with compliance and expand your organization's attack surface, increasing overall cyber risk. Organizations need a secure remote support solution that can cover an expansive list of use cases, while making their entire service desk more efficient and better equipped to handle innovation and scale.

This whitepaper is designed to provide a clear, actionable guide for decision-makers considering BeyondTrust Remote Support.

Inside, you'll find:

- Detailed business cases that address some of the biggest challenges organizations—and their IT support teams—face today.
- A breakdown of how BeyondTrust Remote Support can effectively address these challenges.
- Proof points from our customers showcasing how they have successfully implemented our solution to overcome their biggest challenges, and the benefits they gained.

This guide will also help you make a compelling case to your buying committee, with insights into the specific value BeyondTrust Remote Support can confer to your organization.



Top 5 Reasons Customers Choose BeyondTrust Remote Support

#1

A Single Solution to Support the Broadest Array of Use Cases

"Unifying our teams with a single remote support solution was an important part of our continual service improvement initiative. We evaluated several of the solutions in use across the University, including WebEx, GoToAssist, and DameWare, in addition to BeyondTrust. BeyondTrust Remote Support was the only solution that met all of our requirements."

— **Rocky Pedroso, Director of Information, University of Miami**

[Read the full case study here](#)

"With BeyondTrust, I can monitor and manage my support team from within. It is a top-to-bottom tool that allows me to control every aspect of our remote support activities. You could say it's a help desk in a box."

— **Jennifer Woodbridge, Systems Administrator, Payment & Processing Company**

[Read the full case study here](#)



IT teams must meet more demanding KPIs with each passing year: cutting down on service resolution time, increasing CSAT, and more. These teams must also deal with the complex application sprawl of hybrid workplaces, contending with more employees, devices, and faster-paced onboarding cycles than ever.

To address the broadening of demands, teams turn to new tools over time. However, administering via a patchwork of remote support solutions becomes an added challenge, contributing to lost revenue, time, and productivity. It can also cause a heightened risk of security breaches.

Organizations are paying compounded prices for overlapping capabilities that either require complex workarounds, or make scaling a challenge. For users, switching back and forth between platforms, or manually updating data across tools, is time-consuming and leaves room for human error.

The existence of multiple toolsets can also create gaps in visibility and security. Legacy connection methods (like RDP or VPN) do not inherently provide the granular level of access control specified in compliance regulations. They are also challenging, or even impossible, to monitor and audit on a session or user level. Such gaps pose a significant risk, considering the rising number of breaches related to the exploitation of service desks and support tooling.

By consolidating remote support functionality into one solution, an IT/support organization can eliminate overlapping costs and turn much of the time previously spent installing, maintaining, troubleshooting, or managing multiple tools towards resolving incidents.

Support All Your Use Cases with BeyondTrust

BeyondTrust Remote Support provides support for the broadest array of use cases at scale, while enabling organizations to consolidate into a single remote support tool. With BeyondTrust, IT teams can securely access, service, repair, maintain, and support any device or system from anywhere, including Windows, macOS, Linux, Android, iOS, and more. By providing one comprehensive and cohesive tool, we enable customers to:

- Reduce spend on overlapping and ineffective IT tools, enabling direct cost savings.
- Enable more productive time for employees by minimizing manual work and eliminating shifts between tools.
- Unlock faster, more effective IT support with fewer onsite support visits.
- Reduce tool sprawl and security risks created by visibility gaps and human error.
- Stay in line with compliance requirements and monitor the entire IT environment, with simplified auditing and reporting.



#2

The Most Secure Choice

“Previously, the only way we could let vendors remote in was to set up a VPN. With BeyondTrust, we can give them limited access to our environment and record their session, so I have an audit log of exactly what has been done. That makes our environment much more secure.”

— **University of North Carolina, Charlotte**

[Read the full case study here](#)

“The deciding factor for us was that we wanted to implement remote support according to the highest security criteria. The data should not leave the Bechtle network.”

— **Markus Sigle, IT Service Specialist, Bechtle**

[Read the full case study here](#)

Investing in secure remote support solutions is no longer optional. Help desks are the frontline of IT support and are increasingly targeted by cyber threat actors due to the sensitive nature of the data they handle and their role in managing IT systems.

Support teams need administrative access to desktops and critical systems to do their job. When remote support software lacks built-in security, is misconfigured or deployed incorrectly, or spans beyond its valid use cases or capabilities, it can be compromised or co-opted as a powerful tool for malicious actors. (Learn more about this in the guide: [Addressing CISA, NSA, & FBI Guidance for “Securing Remote Access Software” with BeyondTrust](#)).

Threat actors are known to target unsecured remote access pathways and hidden or unknown paths to privilege to gain access to critical data or systems. In fact, many threat actors, such as [LAPSUS\\$](#), advertise they will pay employees [to hand over credentials](#) for remote access solutions, which highlights just how valuable these paths to privilege are to an attacker.

Yet, many organizations fail to adequately account for all the privileged credentials used between applications, or by service desks, service accounts, and third parties. Moreover, organizations often lack visibility into all the administrative accounts and remote access pathways used by their employees and vendors.



These growing visibility and security gaps arise for several reasons:

- Different teams and external vendors often use their own unsecured or free remote access tools.
- Commonly used remote access tools, such as VPNs and RDP, can open broad access to an entire network, when all the user needed was access to one system or endpoint.
- Often, the same privileged credentials used to authenticate a VPN are also used to authenticate to systems within the network and perform other administrative actions.
- IT groups typically lack centralized monitoring and auditing of remote access into their networks, particularly when users are on VPNs.
- Administrative accounts and passwords are often shared across help desk teams, creating security risks for privileged accounts and unclear, muddled activity monitoring.
- Threat tactics are increasing in sophistication. For instance, attackers may use phishing techniques that mimic legitimate login screens to steal credentials or wage social engineering attacks on the help desk prompting password resets and access to MFA tools.

Without remote support solutions built with security at the forefront, organizations risk significant financial losses, reputational damage, noncompliance with common frameworks (such as HIPAA or PCI), and legal repercussions. Security of remote access tools is crucial.

Remote Support – Built for the Security-Minded Enterprise

Designed and built in adherence to the principles of least privilege and a Zero Trust Architecture (ZTA), **BeyondTrust Remote Support is the most secure remote support solution on the market.** It enables employees and vendors to securely access systems and deliver best-in-class support to customers—without relaxing enterprise security postures or impacting productivity.

BeyondTrust Remote Support helps organizations protect the integrity of their critical software, while also preventing misuse or co-option of the tool. Our solution secures paths to privilege that other solutions miss, protecting against commonly missed threats such as the installation and execution of rogue software.



Our Remote Support customers can better secure their IT environments in the following ways:

- **Secure access to remote connections without a VPN** - BeyondTrust Remote Support offers advanced controls around access to sensitive data, such as personally identifiable information (PII). Remote Support works through firewalls without VPN tunneling, so your perimeter security can remain intact while still offering secure, fast service across all endpoints.
- **Enable MFA and per-session MFA** - BeyondTrust Remote Support empowers users to secure their service desks with MFA—even down to the session—to protect their most sensitive assets.
- **Implement advanced encryption** - All session traffic and data in-transit are encrypted. BeyondTrust can also be configured with data at-rest encryption.
- **Establish remote session logging and forensics trails** - BeyondTrust offers full oversight of all repair and service activity. Our solution enables you to log and record each remote session, as well as automatically capture a detailed audit trail that documents all session activity and credential usage.
- **Adhere to least privilege with granular permission controls** - BeyondTrust Remote Support prevents unsecured remote access pathways and attack vectors with separate, customizable permissions so you can fine-tune the level of access to your most sensitive assets. In addition, we integrate with your existing directory services (LDAPS, Kerberos, Smart Card, RADIUS) to consistently show changes across your environment. For example, if you change a support rep's account in Active Directory, it will be reflected automatically in the BeyondTrust solution.
- **Leverage just-in-time access for support sessions** - BeyondTrust Remote Support grants granular permissions and access, only when needed, eliminating standing paths to privilege and reducing the potential for unauthorized access.
- **Manage credentials seamlessly** - BeyondTrust Remote Support includes a password vault that allows users to directly inject credentials into end servers and systems, while obfuscating them from the user for added protection. It also integrates with BeyondTrust Password Safe, a full-featured privileged credential management solution. Password Safe enables IT security teams to securely store, share, and track the use of privileged credentials by the IT service desk.



BeyondTrust Remote Support is the only FedRAMP Moderate Authorized and FIPS 140-2, Level 1 Validated remote support product on the market. As such, it is uniquely equipped to address the increasing cybersecurity demands of the public sector and other highly regulated industries, like healthcare, finance, legal, etc.



Whether you're subject to PCI, HIPAA, ISO, GDPR, or other regulations, BeyondTrust can help you easily produce the access audit trails and reports you require.



#3

Robust Integration Options for Increased ROI

"One of the best things about working within the BeyondTrust ecosystem is that every solution is compatible with everything else. Once we realized we could integrate Password Safe with Remote Support, we shaved 30–45 seconds off every support call. Over time, that adds up."

— **Davis Hart, IT Division Manager - Customer Service, City of Dothan**

[Read the full case study here](#)

"The fact that BeyondTrust tags each ticket with a recording really caught my attention. It's a great time saver."

— **Ricky Pedroso, Director of Information, University of Miami**

[Read the full case study here](#)

You've already invested in solutions for your service desk or support center to more efficiently track issues and end-user requests. Your remote support software should fit seamlessly into your existing IT environment—not only to increase your return on investment, but also to enable you to build a more resilient, secure, and efficient remote work environment.

BeyondTrust Remote Support galvanizes your other service desk investments with out-of-the-box integrations that seamlessly fit into your environment to quickly and effectively:

- **Enhance productivity and operational efficiency** - Integrated solutions reduce administrative overhead, leading to significant cost-savings and operational efficiencies. For instance, BeyondTrust Remote Support improves efficiency by allowing you to update service tickets directly from our platform and launch support sessions from those tickets.
- **Strengthen security** - Integrated remote support means integrated policy management, visibility, and reporting, as well as improved incident response. It also closes gaps between tooling and minimizes the number of endpoints and applications that need to be secured.
- **Boost service quality and customer satisfaction** - Integrating remote support with ITSM (IT Service Management) tools can enhance overall service quality and enable more efficient resolution of issues.
- **Simplify regulatory compliance** - Integrated solutions provide better audit trails and reporting capabilities, essential for meeting regulatory requirements (such as GDPR and CCPA), and demonstrating secure access and data handling practices during audits.



BeyondTrust integrations go far beyond the service desk to integrate across your enterprise technology stack. Our open BeyondTrust API makes any custom integration possible!

Some common integrations used by our customers include:

- **IT Service Management (ITSM)** - Launch chat support or start a remote desktop connection from a service desk record.
- **Change management** - Link BeyondTrust session details and video recording to an incident management record.
- **Active Directory and LDAP(s)** - Manage permissions and authentication with AD, LDAP(s), Radius, and Kerberos.
- **SAML** - Configure SAML as a single-sign-on (SSO) enabler for BeyondTrust authentication.
- **SIEM** - Leverage detailed session data to fulfill compliance requirements and gain visibility across your IT infrastructure.
- **Password vault** - Seamlessly inject shared admin credentials to end systems.
- **Customer Relationship Management (CRM)** - Manage and analyze interactions with customers, streamlining communication and improving customer service.

BeyondTrust offers more than 100 integrations with market-leading Technology Alliances Partners covering the full spectrum of identity, access, and security. We continuously work with industry-leading partners to create secure, seamless, and efficient solutions.

Partnership Spotlight

ServiceNow - Launch support sessions and generate and update incidents with seamless two-way sync between BeyondTrust and ServiceNow.

Ping Identity - Secure identity and privileged access from a central console across complex infrastructures and business applications, including cloud platforms like AWS, Azure, and GCP.

In addition, Remote Support is just one of many market-leading solutions available across the BeyondTrust Platform, enabling you to elevate and secure your entire enterprise.





#4

Measurable Productivity Gains for Service Desks

"With BeyondTrust, the typical response time from incident reporting to resolution has been reduced from approximately 6 hours to 15 minutes."

— **University of North Carolina, Charlotte**

[Read the full case study here](#)

"In streamlining our workflows, BeyondTrust Remote Support has increased our productivity by 80%."

— **Jennifer Woodbridge, Systems Administrator, Payment & Processing Company**

[Read the full case study here](#)

"ANATEL deployed BeyondTrust using a pilot period, fielding 227 remote calls. The length for the sessions averaged 29 minutes, which represented a dramatic improvement from the Service Level Agreement (SLA) of six hours. Additionally, 89% of the calls received were resolved through first tier support, compared to the SLA of 50%."

— **ANATEL**

[Read the full case study here](#)

"Given Chili Security's rapid growth, we estimate that if we hadn't made the switch to BeyondTrust, we would need four times the employees we have now to service our expanding customer base. BeyondTrust's automated features make it possible for each technician to handle more jobs, reducing labor costs."

— **Michael Hede, Technical Lead, Chili Security**

[Read the full case study here](#)

"The support team has seen massive improvements in the way it provides support to the rest of the Trust as well as delivering substantial cost-savings."

— **David Marshall, Head of IT, Birmingham Women's and Children's NHS Foundation Trust**

[Read the full case study here](#)



Service desks face increasing demands and complexities that strain their resources and can hamper efficiency.

Key challenges include:

- Tool sprawl, redundant applications, and manual processes reduce efficiency and increase administrative overhead.
- Remote workers, geographically distributed teams, and the adoption of digital tools and advanced technologies contribute to an increase in the volume and complexity of incidents.
- Time is of the essence in responding to incidents, as they can stem from sophisticated cyber threats that are targeting help desks. Yet, today's teams cannot keep up with the complexity and volume of incoming tickets.
- Customers expect rapid and effective support, despite the increasing volume and complexity of calls.
- Service desks must ensure their operations comply with various regulatory standards, such as GDPR and CCPA, which require stringent data protection measures.
- Service desks are not only expected to handle a broader and more complex range of issues, but also achieve efficiency improvements at the same time.

These challenges ultimately make it harder and more stressful for the service desk to deliver on goals and delivery standards.

Supercharge Service Desk Productivity with BeyondTrust Remote Support

BeyondTrust Remote Support is uniquely positioned to:

- **Offer broad platform support** - By supporting a wide range of devices and operating systems, including Windows, macOS, Linux, iOS, and Android, BeyondTrust Remote Support allows you to standardize support across the enterprise. This enables you to reduce complexity, improve scalability, and more effectively manage a diverse IT environment.
- **Improve incident resolution time** - BeyondTrust Remote Support is a proven solution for reducing the time from incident reporting to resolution. It offers several features to improve efficiency, such as canned scripts that automate routine tasks, and diagnostics and intelligent workflows that streamline the escalation and collaboration processes.
- **Enhance ease-of-use** - Remote Support is lightweight enough for technicians to connect from an airplane. And the Web Rep Console enables technicians to support end users via just a browser. End users don't have to download anything to receive support.
- **Enable ITSM and CRM integrations** - BeyondTrust integrates seamlessly with existing ITSM tools, customer relationship management (CRM) systems, and security information and event management (SIEM) tools. These integrations help consolidate support workflows and ensure all relevant data is captured and linked to support incidents.



- **Improve support efficiency and end-user experience** - With features like integrated chat support, remote camera sharing, and automated session logging, BeyondTrust Remote Support ensures a seamless and secure support experience for customers. This not only reduces resolution times, but also improves first-call resolution rates, leading to higher customer satisfaction and loyalty.
- **Enable better staff retention and development** - By consolidating remote support tooling into a single, powerful platform, Remote Support minimizes context shifts for technicians, making it easier for them to onboard, increasing job satisfaction. In addition, supervisors can monitor all staff performance with the Remote Support Dashboard, enabling more opportunities for training and development.

Increased Productivity is Tangible with BeyondTrust

BeyondTrust Remote Support boasts the best renewal rate in the industry. We continue to support our customers in meeting key performance indicators/SLAs, improving ROI, and keeping cost of support down to maximize IT investments.

85% of BeyondTrust Remote Support users report improved first-call resolutions

85% have experienced increased customer satisfaction (CSAT) scores

70% have achieved reduced incident handling times with the product





#5

Unmatched Support and Services

“It is rare to find a company like BeyondTrust that matches the support level we provide our own customers. BeyondTrust's support is beyond excellent. We are extremely happy we made the switch to BeyondTrust from TeamViewer.”

— **Michael Hede, Technical Lead, Chili Security**

[Read the full case study here](#)

Deployment complications can prevent a service desk from achieving tangible security, performance, or results from their investment in remote support and other ITSM solutions.

Some related risks include:

- **Delayed deployment and time-to-value** - Faster implementation leads to quicker ROI and improved operational efficiency. Yet, organizations often struggle with lengthy deployment processes that delay positive outcomes from their security investments.
- **Complexity in implementation and optimization** - The deployment and continuous optimization of IT support solutions require specialized knowledge and expertise that may not be readily available within internal IT teams. Without the right support during deployment, there is an increased possibility of improper configuration, leading to suboptimal performance.
- **Inconsistent security posture** - Implementing security measures inconsistently can create vulnerabilities and gaps in an organization's defense.
- **Compliance challenges** - Keeping up with evolving regulatory standards and ensuring compliance can be daunting, especially if you have to pull reporting from several disparate tools.
- **High costs and resource constraints** - The costs and resource demands associated with deploying and maintaining some service desk solutions can be prohibitive, particularly for smaller organizations.



Operationalize Quickly and Effectively with the World's Best Remote Support Partner

BeyondTrust offers best-in-class technical support and service packages to ensure your organization has the proper resources to troubleshoot any issues and complete a smooth implementation.

BeyondTrust's support and service packages focus on expediting deployment, providing continuous optimization, elevating performance, and maximizing return on investment. Benefit from the most comprehensive solution to the most pressing implementation issues, alleviating the pressure on internal resources and enhancing productivity and efficiency.

Our professional services enable you to achieve results quickly:

- Leverage BeyondTrust University Training to give your team the foundational knowledge needed to install, configure, and manage the BeyondTrust solution for optimal performance.
- Receive guidance and recommendations from senior-level technical and product implementation experts to ensure your BeyondTrust environment is secure, reliable, up-to-date, and ready to deliver on your business requirements.
- Work with one of BeyondTrust's experienced implementation engineers to guide you through deployment.
- Troubleshoot and resolve your questions effectively, without overburdening your internal resources, with help from BeyondTrust Technical Support.
- Leverage BeyondTrust Protect to maximize BeyondTrust's security capabilities, including data at-rest encryption.
- Get access to external expertise and ongoing support to ensure necessary security controls and regular audits and updates are in place to help you adapt to emerging threats, maintain compliance, and avoid fines and penalties.

***Talk to your account manager for the pricing of service packages.**





The Result:

Our Customers Love Us

"Everybody tries to sell you the world and then gives you a little bit. BeyondTrust is different. They have given us more than we even knew was possible."

— **Tommy Green, VP of Information Systems & Technology, Amoco**

[Read the full case study here](#)

When you put the Top 5 reasons together, it's easy to see why our customers love us, and why BeyondTrust has a 95% gross retention rate of customers and a 55 NPS Score. In fact, BeyondTrust was named a [2024 Customers' Choice in the Gartner® Peer Insights™ Voice of the Customer: Remote Desktop Software](#). BeyondTrust Remote Support garnered considerably more reviews than other vendors from customers at large organizations (\$1B or more), which we believe validates the breadth and depth of enterprise-class features of our product.

BeyondTrust is trusted by over 20,000 companies, across 100+ countries around the world. 75% of the Fortune 100 are BeyondTrust customers. Visit our [case study library](#) to hear what they have to say!



"BeyondTrust Remote Support has been one of the most amazing tools we have ever used. This tool has made the major problem of remote troubleshooting a very simple task due to its simple and friendly user interface and its reliability and connectivity. Simply put, this has been one of the hero tools of our back-end operations." — IT Analyst (Industry: IT Services).

[Read the full review here](#)



"We've used the BeyondTrust Remote Support software for over seven years now and been pleased with the consistency in which it delivers on what it promises. We've never needed to submit a support ticket for anything beyond a configuration question. It has been rock solid from the day we deployed it." — IT Security & Risk Management Associate (Industry: Construction).

[Read the full review here](#)



"BeyondTrust Remote Support provides secure access to devices in our environment very efficiently. Scalability is a plus, and ease of use and deployment are key benefits. FedRAMP compliance is a must." — IT Security & Risk Management (Industry: IT Services).

[Read the full review here](#)



"BeyondTrust Remote Support has been one of the most amazing tools we have ever used. This tool has made the major problem of remote troubleshooting a very simple task due to simple and friendly user interface and its reliability and connectivity. With the help of this tool we are able to easily address technical difficulties faced by the users more quickly and effectively which in return helps us maintain our productivity and run the business smoothly. Simply put, this has been one of the hero tools of our back end operations."

— IT Analyst (Industry: IT Services).

[Read the full review here](#)



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About BeyondTrust

BeyondTrust is the global cybersecurity leader protecting paths to privilege with an identity-centric approach. We are leading the charge in transforming identity security and are trusted by 20,000 customers, including 75 of the Fortune 100, and our global ecosystem of partners.

Learn more at www.beyondtrust.com.