

# CHERWELL + BEYONDTRUST

IMPROVE SERVICE LEVELS, CENTRALIZE SUPPORT PROCESSES, AND ACHIEVE COMPLIANCE



## Empower

Enable your service desk reps with a single, powerful remote support solution to diagnose and troubleshoot issues quickly and securely, across any device or operating system.

## Protect

Protect your help desk with built-in security features that reduce the risk of data breaches due to compromised remote access or privileged accounts used by reps.

## Scale

Chat support, remote camera sharing, intelligent collaboration, and other features optimize help desk support processes for companies of any size.

Provide instant, secure, reliable remote support to end-users and customers—on or off your network—using Windows, Mac, iOS, Android, and more. Focus on fixing issues, not fixing connections.

## Features and Capabilities

Streamline support and improve performance with BeyondTrust Remote Support. The integration includes secure remote support and chat support capabilities that you can offer live from any Cherwell Service Management (CSM) module. End users can initiate remote support via the Cherwell Self-Service platform.

A support technician can launch a secure remote support session directly from an incident record to immediately begin remotely diagnosing and resolving issues. This increases first call resolution rates, shortens call handling times and eliminates site visits. Other benefits include:

- **Automatic Updates:** CSM incidents automatically update with details from each BeyondTrust Remote Support session and BeyondTrust post-session survey results are automatically included in the CSM incident details.
- **Chat Support:** Enable live support from your website with Click-to-Chat with real-time escalation to screen sharing and remote control, without ever losing contact with the end user.
- **Multi-Platform Availability:** Allow support technicians to remotely support desktops, laptops, servers, point-of-sale (POS) systems, kiosks and mobile devices across operating systems.
- **Provide Support from Chrome, Firefox, IE, and More:** The BeyondTrust Remote Support HTML5 Web Rep Console lets you offer secure remote support from any browser – no downloads required – to immediately begin fixing issues from anywhere.
- **Session Recording and Audit Trail:** Track team performance as well as log session activity to serve as an audit trail for security, compliance, and training.
- **Flexible Deployment Options:** Choose from an on-premises, private cloud and Cloud deployment with flexible licensing options and a variety of licensing models.

**With Remote Support, Cherwell Service Management enables service desk technicians and customers to launch a secure remote support session directly from any module in Cherwell Service Management or the self-service portal. This allows you to increase the effectiveness of your technicians with a robust remote support tool, secure chat and incident based mobile device support.**

**The #1 solution for leading enterprises to securely access and support any device or system, anywhere in the world.**

"We're certain that integrating BeyondTrust's Remote Support chat and capabilities will help Cherwell customers resolve issues more quickly and will dramatically improve the quality of service desk support."

**MICHAEL EUPERIO**  
**DIRECTOR, TECHNOLOGY ALLIANCES**

## **BUSINESS BENEFITS**

### **Maximize Value With A Single Solution**

By gaining comprehensive functionality all within one product, support organizations can eliminate overlapping costs and focus time on resolving incidents, rather than supporting multiple tools. And, BeyondTrust doesn't charge more for important features like remote camera sharing or mobile device support.

### **Satisfy Audit and Compliance Requirements**

Every BeyondTrust Remote Support session is logged and auditable, creating a central repository for all remote support activity. The administrator can review all session activity within the organization.

### **Drive Efficiency**

BeyondTrust's out-of-the-box integrations with a variety of ITSM solutions, and robust APIs, enable your organization to seamlessly leverage existing workflows, along with reduced administrative burden.

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. We are trusted by 20,000 customers.

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