



# Remote Support

## Maximize the value of every Remote Support license

For service desk teams, risk and cost are tightly linked. Manual workflows, shared credentials, limited visibility, and tool sprawl slow teams down, increase labor costs, create audit exposure, and, ultimately, open the door to incidents that are expensive to remediate.

Remote Support includes built-in capabilities designed to help service desks automate work, secure access and credentials, and operate with real-time visibility **without adding new tools or licenses.**

**Take advantage of underutilized features already included in your Remote Support deployment.** Reduce operational overhead, strengthen security hygiene, and deliver measurable savings for your licenses.

### Key Outcomes

#### Automate actions across multiple endpoints simultaneously

Resolve issues proactively by automating endpoint tasks such as: software installs and removals, service restarts, path validation and remediation, and [more](#).

#### Manage, discover, and inject up to 100k credentials

Leverage a centralized location to import, rotate, manage, discover, and inject credentials with the [Vault](#)—already included in your deployment. Manage shared, personal, AWS Secrets, and Password Safe accounts from one location.

#### Accelerate onboarding with no gaps in service

Organizations can utilize backup licenses when adding members to the team—ensuring rapid time-to-value for technicians by increasing total Jump Client capacity (≈150 per license) for broader coverage and faster response.

#### View real-time KPI metrics

Eliminate tedious reporting processes with [a live view](#) of jump client status, license status, and more customizable metrics to make data-driven decisions that enhance productivity and efficiency.

#### Simplify workflows with every release

Ensure you have only what you need, when you need it. Remote Support prioritizes quality-of-life innovations with each release.

#### Integrate with your ITSM

Centralize support processes, strengthen compliance, and improve service by using [ServiceNow integrated with Remote Support](#). ServiceNow ITSM basic users can integrate as soon as today.

### Client Success Stories

#### PAYCHEX

*[“With the BeyondTrust + ServiceNow integration, one agent can save more than an hour each week; at our scale, that’s 100 hours across our support team. In our world, even two or three minutes saves a lot of money, so this is a big win.”](#)*

- John Quinmore

Sr Knowledge, Reporting  
& Tools Engineer, PAYCHEX

#### ARIENTO

*[“BeyondTrust Remote Support was perfect because it achieved all of the cyber compliance requirements from the Department of Defense.”](#)*

- Chris Rose

Partner & CEO at Ariento

**For more details on Remote Support, questions about your deployment, license add-ons, and more, please contact: [sales@beyondtrust.com](mailto:sales@beyondtrust.com).**