

Evolve Beyond Support: Secure Every Critical Connection with Remote Support and Privileged Remote Access



Secure, Unified Access for Internal & External Users

You already use Remote Support to quickly and securely resolve issues through remote control, screen sharing, and file transfer. It's a trusted tool for enabling fast, effective support across your organization.

But when access needs extend beyond end-user devices into critical systems, segmented networks, or infrastructure managed by internal teams or third parties, additional layers of control and security are essential.

This is where Privileged Remote Access (PRA) adds value. It builds on your Remote Support investment by providing secure, policy-based access to critical systems such as servers, network devices, industrial control systems, and more with capabilities like credential injection, just-in-time access, and full session auditing—all without requiring a VPN. Together, Remote Support and Privileged Remote Access deliver a unified approach for secure, zero trust access. Every session is tightly controlled in alignment with least privilege best practices, as well as fully monitored for complete visibility.

Key Outcomes

Secure Every Critical Remote Connection

Bring IT support and privileged infrastructure access together with an integrated BeyondTrust solution. Standardize security controls over how help desks, IT admins, and third parties connect internally and externally.

Eliminate Credential Exposure Risks

Provide the right access to the right users, without exposing passwords. Enforce just-in-time access, eliminate shared credentials, and maintain full visibility and control over every session across IT, cloud, and OT systems.

Streamline Access with Least Privilege Built-In

Automate just-in-time access with built-in approvals and time limits. Enforce role-based policies and eliminate standing privileges for critical systems.

Strengthen Compliance with Centralized Audit Trail

Get consistent, centralized audit logs across all access activity, including support sessions, infrastructure access, internal and third-party users. This includes full video capture and keystroke logs.

Client Success Stories

AMOCO Federal Credit Union

Tommy Green, Vice President of IS&T for AMOCO Federal Credit Union, was extremely satisfied with Remote Support, and immediately saw the potential in Privileged Access solution to heighten the organization's security even more.

He said, "We immediately saw that with BeyondTrust Privileged Access, we could tighten our control over what privileged users could and could not do, as well as audit their actions. It's a far superior approach than just giving them unrestricted VPN access."

Birmingham Women's & Children's Foundation Trust

David Marshall, Head of IT at Birmingham Women's & Children's Foundation Trust said, "BeyondTrust's Privileged Remote Access and Remote Support solutions have allowed the Trust to keep its network secure and compliant whilst delivering an improved service to its staff and quickly enabling its third parties to access its systems."

Ready to Secure Every Critical Connection?

To learn more about how Privileged Remote Access can strengthen your existing Remote Support investment, visit: <https://www.beyondtrust.com/sem/rs-plus-pra> or contact us at <https://www.beyondtrust.com/contact> for a personalized walkthrough.