

Remote Support

Secure the Identity Security Perimeter for Your Service Desk

Service desks have become one of the most powerful control points in the enterprise. Hackers no longer need to wield ransomware or zero-day attacks—with classic social engineering attacks, they can get the keys to the kingdom. Businesses have estimated up to \$400M in losses from a single help desk attack¹. Each password reset, endpoint fix, credential injection, and remote session represents a moment where identity, access, and trust are either reinforced or exposed.

Each technician action carries identity context, privileged access implications, and audit significance. Their workflows shape risk exposure, compliance posture, and operational resilience across the organization.

BeyondTrust Remote Support transforms the service desk into a trusted, identity-secure command center for the modern enterprise. We unify secure remote access, privileged credential controls, session governance, and deep auditability within a single centralized solution built specifically for enterprise service desks.

Security leaders gain measurable risk reduction, stronger compliance defensibility, and clearer visibility into privileged activity. For hands-on-keyboard users, it means secure, just-in-time access, streamlined workflows, and the ability to resolve issues quickly without compromising governance.

¹Help Desk Hell: The Targeted Attacks That Fool Your IT Workers and Steal Your Data. Tanium. 2025.

Key Outcomes

Secure Access Across the Service Desk

Protect technician accounts, credential workflows, and remote sessions with centralized policy controls, vaulted credential injection, and detailed session monitoring and forensics.

Automate Endpoint Operations Proactively

Endpoint Automation executes scripts across multiple endpoints simultaneously without initiating individual support sessions. Streamline routine maintenance, accelerate remediation, and ensure consistent configurations at scale.

Enable Real-Time Visibility & Measurable Results

Service desk leaders can leverage shareable, real-time reporting that provides live insights into technician availability, session activity, license usage, and endpoint health through built-in KPI dashboards—now included in every deployment.

Ensure Audit-Ready Compliance & Forensic Accountability

Generate reports in seconds that capture granular session metadata, command-line traceability, and detailed activity. Arm security teams with the visibility required to support defensible audits, speed up investigations, and validate governance across privileged workflows.

Improve Workflow Efficiency

Unify secure remote access, credential management, automation, reporting, and integrations for your service desk within a single enterprise-grade platform that enables support teams to service any device (Windows, macOS, Linux, iOS, Android).

Client Success Stories

PAYCHEX:

Uses BeyondTrust Remote Support and ServiceNow to Streamline and Scale Agent Workflows

“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.”

John Quinmore, Sr Knowledge, Reporting & Tools Engineer at Paychex

KELLER GROUP:

Improved Efficiency and Security with BeyondTrust Remote Support

“With Endpoint Privilege Management, Privileged Remote Access and Remote Support tightly integrated with our ServiceNow implementation, we are able to level up our security controls and increase the trust of our clients—and they also help us sleep better at night.”

Kamil Krezlewicz, Senior Security Administrator at Keller Group

To learn more or request a demo, visit www.beyondtrust.com or contact us today.