

BECHTLE AG

ACHIEVING BEST-IN-CLASS SECURITY AND PRODUCTIVITY WITH BEYONDTRUST



Company: Bechtle AG

Headquarters: Neckarsulm,
Germany

Number of Employees: 10,000

Industry: IT service

Product: Remote Support,
Privileged Access

Implementation: Hardware
appliance

Company Profile

Bechtle AG is one of the leading IT companies in Europe with offices in Germany, Austria and Switzerland and e-commerce companies in 14 countries. Bechtle AG offers a complete portfolio of IT infrastructure and IT operations products and services to more than 70,000 public sector and financial services customers.

Bechtle is expanding its IT function with BeyondTrust Remote Support to provide secure access to employees via the web regardless of their location. The IT team achieves reliable remote support for end users and customers using Windows, Mac, iOS, Android or any other operating system on their own network or outside.

Markus Sigle, IT Service Specialist at Bechtle AG, is project manager and coordinates the BeyondTrust integration in Bechtle's ITSM system.

Business Requirements

Before BeyondTrust, Bechtle AG used various remote support tools that the team was not completely satisfied with. "We lacked integration with our company ITSM solution, ServiceNow," explained Markus Sigle. In addition to increased IT productivity, Bechtle also wanted to achieve a higher level of data protection and IT security. "We wanted a guarantee that our data would not go through foreign servers."

"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

Why BeyondTrust?

With the BeyondTrust appliance, Bechtle was able to ensure control over all data paths. Sensitive remote support protocols and system access remain within the organization and are not shared with third parties. The BeyondTrust integration with ServiceNow increases the effectiveness of Bechtle Helpdesk staff who can initiate remote support sessions through an open ticket in ServiceNow and add details like chat logs or annotations to the ticket at the end of the session.





BeyondTrust Remote Support

Regardless of platform and operating system, BeyondTrust Remote Support enables you to control all remote computers and devices inside and outside the corporate network. Bechtle selected BeyondTrust due to the following features:

- **SECURITY AND PRIVACY:** BeyondTrust gives support teams quick access to desktops and IT systems without having to reveal their credentials and passwords in plain language. In addition, integrating BeyondTrust Privileged Access complements and controls access to privileged user accounts to protect mission-critical IT systems.
- **MOBILE SUPPORT:** BeyondTrust helps help desk and IT departments provide instant remote support to mobile device users. BeyondTrust supports Android smartphones and tablets as well as iOS devices (iPhone, iPad, iPod Touch).
- **SERVICENOW INTEGRATION:** BeyondTrust provides integrated remote support, secure chat, and automated polls for ServiceNow.

BeyondTrust at Bechtle

The BeyondTrust technology also provides valuable services in the newly built Bechtle parking garage, which was inaugurated in October 2017. Since then, employees at Bechtle headquarters in Neckarsulm have had 1,600 parking spaces available. The core of the building houses 50 charging stations for electric and hybrid vehicles, which are managed by a central unit. The operation of one of the largest e-filling stations in Germany is supported by BeyondTrust. "The suppliers of the energy charging stations must access the devices on a regular basis. Authorization and logging of all work is done through the BeyondTrust solution."

Future Plans

Due to the success of the technical integration and the positive experience with the professional services team, Bechtle gradually expanded the BeyondTrust installation. BeyondTrust has helped ensure that the legally required data protection mandates are met and all technologies are aligned to the highest security requirements.

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