



BeyondTrust Remote Support

Reviews, tips, and advice from real users



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Product Recap



BeyondTrust Remote Support

BeyondTrust Remote Support Recap

BeyondTrust Remote Support is software built to help organizations gain access to and support nearly any remote computer or mobile device with a single solution. BeyondTrust Remote Support works across Windows, Mac, and Linux and gives you access and control whether a device is on or off the network.

BeyondTrust Remote Support Features

BeyondTrust Remote Support has many valuable key features. Some of the most useful ones include:

- **Remote access and control:** IT administrators have the ability to resolve issues at light speed, improving productivity and also end-user satisfaction.
- **Efficiency and scale:** With BeyondTrust Remote Support, you can manage unattended access to any system and you can also create mass installer packages.
- **Compliance:** BeyondTrust Remote Support allows you to automatically monitor activity in real time, record all session activity, and produce a detailed audit log without interfering with service desk processes.
- **Team and permissions administration:** By using BeyondTrust Remote Support, you can implement security across your service desk with granular role and permissions settings.
- **Native 2FA:** BeyondTrust Verify is a TOTP native 2FA capability. It can be enabled for any user and verifies the identity of users before a BeyondTrust Remote Support session is actually launched.
- **Credential injection:** If users integrate with the BeyondTrust Vault or BeyondTrust Password Safe, they can directly inject credentials into systems and end servers with just one click.

BeyondTrust Remote Support Benefits

Some of the benefits of using BeyondTrust Remote Support include:

- **Security and privacy:** BeyondTrust Remote Support gives support teams quick access to desktops and IT systems without revealing their credentials and passwords. In addition, integrating BeyondTrust Privileged Access complements and controls access to privileged user accounts to protect mission-critical IT systems.
- **Mobile support:** BeyondTrust Remote Support allows IT teams to provide instant remote support to mobile device users. The solution also supports Android smartphones and tablets as well as iOS devices (iPhone, iPad, iPod Touch).

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“One of the great features is that service desk members can work together in a remote session.”



Hahn Rolf

CEO at MICRODYN AG



“A key advantage is over Password Safe, allowing third-party vendors access without directly onboarding them into the systems.”



Himanshu-Pandey

Senior Manager at Accenture



“I like Remote Support's ability to connect to a system without end-user interaction. A support engineer can log in to the system if a user is stuck and doesn't know where to go. This is helpful when conference room computers get locked down and the user can't access the guest OS.”



Justin Glasscock

Privilege Access Management Consultant at Integral Partners LLC



“The support team who are interfacing with us, are excellent. They are on time for any response.”



Chella Chalapathi

Senior Technical Program Manager at Infosys



“It is effective. It is a good way of making sure that you're auditing what's going on. It also makes the end-user feel safe that you're not getting into things that you shouldn't be getting into because they're authorizing different areas for you to see. It is a pretty secure tool. It is important as far as security is concerned. It is very effective in terms of the support personnel being able to get the job done when they need to. It is easy for the end-user or the person we're helping out to understand how to allow somebody in to get the work done.”



Rich Longo

Vice President of Sales at ServicePro



“Remote sessions are automatically recorded so there is a history of all coding and scripting.”



Verified user

Sales Engineer at a government with 201-500 employees



“The solution is stable.”



Adrian Szwejkowski

Global Endpoint Manager at a manufacturing company with 10,001+ employees

What users had to say about valuable features:

“The most valuable feature of the solution concerns our company's main use case, which is for connection to our remote clients. I am not very good with BeyondTrust since my team uses it..”

Verified user

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Unit Manager | Management Systems and Automation at a tech services company with 1,001-5,000 employees

“We like that it records the remote sessions. If a technician is logged into a user remotely to fix any problem, it records the decision. It takes screenshots and it saves those sessions in the cloud. This is important for audit purposes and these features make this solution stand out from the rest..”

Ben Masuku

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Business Development Specialist at Wire Speed Systems`

“Remote sessions are automatically recorded so there is a history of all coding and scripting. Notes and videos can be attached for both customers and service partners which is powerful.

Managing user accounts is easy. .”

Verified user

Sales Engineer at a government with 201-500 employees

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“The features are common among systems, including special management, password management, and credential management. A key advantage is over Password Safe, allowing third-party vendors access without directly onboarding them into the systems. With tools like PRA, access can be granted without creating IDs directly on AD, providing access to privileged or target systems very efficiently..”

Himanshu-Pandey

Senior Manager at Accenture

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“It was invaluable because we were able to simply send a link out to whoever we needed to help within our organization. They'd click on the link, and they'd simply give us the permission that we needed to get in there.

We could also monitor what our different support staff members were actively doing when they were trying to fix an issue or problem. It made it very quick and easy. It wasn't anything complicated. It was something that even the lowest-tech type of a person within our organization understood and didn't have a problem with.

It is effective. It is a good way of making sure that you're auditing what's going on. It also makes the end-user feel safe that you're not getting into things that you shouldn't be getting into because they're authorizing different areas for you to see. It is a pretty secure tool. It is important as far as security is concerned. It is very effective in terms of the support personnel being able to get the job done when they need to. It is easy for the end-user or the person we're helping out to understand how to allow somebody in to get the work done..”

Rich Longo

Vice President of Sales at ServicePro

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“One of the great features is that service desk members can work together in a remote session. There are roles in our team, like team leader, team member, and team manager. This allows the team manager or leader to support the team member.

Another valuable function is the ability to elevate rights in a session. The support desk member can have more control over the end user's PC to assist them. Additionally, there are various ways a customer can receive support, like starting by chat or session ID.

The solution also allows managing and supporting remote devices, especially Apple devices. While controlling Apple devices fully is not possible, sending a new configuration profile or assisting with settings is.

The most valuable feature is sending an SMS to a mobile device for assistance, such as installing or configuring a mail client. The technique for Android devices allows control in the session, while Apple devices can only be viewed. Full remote control on Apple devices is not supported. It's a common limitation across providers..”

Hahn Rolf

CEO at MICRODYN AG

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Other Solutions Considered

“The company previously used a different solution and I think the reason they switched was that with BeyondTrust you didn't need to install agents while the previous solution was agent based. Other than that, I don't think there was much between them. .”

Verified user

Director CTO Office at a tech services company with 201-500 employees

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“We're also using Instant Housecall. We bought another company and they are the ones using the Instant Housecall. As part of the merging of these two organizations, we needed to pick one and stick with it..”

MARK BRANDON

Sr VP fo Business Operations at Networking Technologies and Support, Inc.

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“The alternatives evaluated include CyberArk and BeyondTrust. The entry of Delinea, merging Centrify and Thycotic, has added more competition to the market which was previously dominated by the two aforementioned solutions..”

Himanshu-Pandey

Senior Manager at Accenture

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“My company chose BeyondTrust Remote Support over other products since it possesses session recording capabilities. If our customers wish to have some clips, our company provides videos or screenshots using the tool's recording capabilities..”

Verified user

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Unit Manager | Management Systems and Automation at a tech services company with 1,001-5,000 employees

“Previously, we tried LogMeIn and we tried TeamViewer as well.

BeyondTrust had much better auditing capabilities and was putting a lot of effort into ensuring that the solution is secure enough. We chose it mainly due to the capabilities that BeyondTrust provides, within the area of auditing, session control, and session insights..”

Adrian Szwejkowski

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Global Endpoint Manager at a manufacturing company with 10,001+ employees

“At the last company where I implemented Remote Support, we evaluated other solutions like TeamViewer and the built-in Windows assistance tool, but never functionally utilized them.

I believe they also had another tool before. BeyondTrust Remote Support had the most functionality. The price point was a bit higher than others, but it fit the use case perfectly and had everything we were looking for..”

Justin Glasscock

Privilege Access Management Consultant at Integral Partners LLC

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ROI

Real user quotes about their ROI:

“We have a service offering called Remote Support. We can't deliver it without this tool. The tool costs \$10,000 and we make \$100,000. It's a pretty good ROI..”

MARK BRANDON

Sr VP fo Business Operations at Networking Technologies and Support, Inc.

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“This is a hard one to factor in. Before Bomgar, we spent 80% of the time running from building to building and to the campus installing the software, also training employees. This has been turned upside down. We are much more efficient now than before. That allows us the ability to turn over tickets quicker and get people back to work faster. The ROI for this product is fairly quick. .”

Kevin Baldwin

PC Technician at Cape Fear Community College

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“I would say five. I mean, like I said, you're able to connect remotely. You're able to eliminate the costs of having employees either travel to other locations or station full-time employees there with the ability to deploy clients so that you can use to connect to different endpoints without requiring any user interaction. You're able to connect to those systems that may not be in use at the time, traditionally don't have physical access to the operating system, et cetera. So, definitely very, very good in return. And then once you build it out, the ease of onboarding new administrators into the tool..”

Justin Glasscock

Privilege Access Management Consultant at Integral Partners LLC

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Use Case

“The primary use case is for remote access, particularly for third-party access where direct access cannot be granted into the network. It addresses the need to provide vendors access without creating privileged IDs directly in the network..”

Himanshu-Pandey

Senior Manager at Accenture

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“Technical engineers use this solution to assist their staff remotely. It enables the IT technician to connect remotely to an end user laptop and do some troubleshooting if that user is having challenges..”

Ben Masuku


Business Development Specialist at Wire Speed Systems`

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“We used it all the time in my previous organization. We don't use these tools here in my current organization. We don't yet have a need for them in this organization. It is a new and young company..”

Rich Longo

Vice President of Sales at ServicePro

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“Our company uses the solution to provide remote access control for our customers who onboard between 100 to 1,000 assets.

Use cases can also include bridging active directories, servers, and databases..”

Verified user

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Sales Engineer at a government with 201-500 employees

“Normally, my customers use the solution with their internal service desk to support their employees, whether at their workplaces or when they are working from home. Some of my customers in the medical field also use the solution to support their customers, like those who use medical devices. However, most of my customers use the solution to support their internal employees in remote sessions..”

Hahn Rolf

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CEO at MICRODYN AG

“Remote Support allows the help desk and IT administrative personnel to connect to users' computers as well as kiosks, conference room systems, etc. When I left the company, around 20 employees were using the tool.

The consulting firm I'm working with now focuses on the BeyondTrust privilege access management applications. Our company takes contracts to install BeyondTrust solutions like Password Safe and Remote Support for client companies..”

Justin Glasscock

Privilege Access Management Consultant at Integral Partners LLC

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is a very straightforward process. We do have engineers who are certified so its easy for us. I would rate this solution a five out of five..”

Ben Masuku

[Read full review](#) 

Business Development Specialist at Wire Speed Systems`

“Its initial setup was a little bit involved, but it was nothing that we couldn't eventually handle. We have a tool with a button that deploys endpoints. Users can just click on that button, and it'll get them into a queue..”

Verified user

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Enterprise Service Desk Systems Manager at a manufacturing company with 5,001-10,000 employees

“The setup can be simple or complex because it depends on the size of the customer's environment. Setup and deployment can take from two weeks to three months.

Two engineers work on each project to onboard assets and set up users..”

Verified user

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Sales Engineer at a government with 201-500 employees

“Setting up the product requires a lot of experience, especially for integration into other systems like Active Directory or multifactor authentication. It is not a one-click setup; significant IT experience is needed. For standalone use in BeyondTrust Cloud, I would give it an eight or nine out of ten. However, full integration into an existing environment deserves a seven because of the experience required..”

Hahn Rolf

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CEO at MICRODYN AG

“For the on-premise environments, the initial setup was quite complex. That was not due to the solution, however. Rather, it was the complexity of the local environment.

The cloud setup was quite simple. The only challenge is the life cycle of those remote agents.

We do not need a large team to handle maintenance. There are two people globally maintaining it..”

Adrian Szwejkowski

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Global Endpoint Manager at a manufacturing company with 10,001+ employees

“I would say setting up the cloud version was fairly straightforward. BeyondTrust stood up the application and then handed it over just kind of blank, the company at the time did not want to pay the implementation cost. So integrated it with Azure for single sign on, set up the group policies, I would say it was pretty straightforward.

So it was kind of an ongoing. Once we got the initials set up and core administrators that would be using the tool set up with local accounts, it did become a more back burner task. I was able to work on it as I was had free time from other tasks. I would say really getting it to the basic usability point of being able to log in on the tool and to be able to connect and help somebody was within a couple hours and then developing the customizations, client deployment installations via group policy, transitioning from using local accounts to Azure AD accounts. If able to tackle in one sitting, probably would've been a few days, but since it was using more free time from other tasks, it was an ongoing process that took weeks and even into a couple of months to kind of get to a very nice deployment flow where everything was set up and easily usable and easy to onboard somebody else into the tool.

Just one person really. Just me..”

Justin Glasscock

Privilege Access Management Consultant at Integral Partners LLC

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Customer Service and Support

“The customer service is excellent. They are responsive to severity issues immediately, however, coordination could improve regarding the time difference in various regions..”

Himanshu-Pandey

Senior Manager at Accenture

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“The support team who are interfacing with us, are excellent. They are on time for any response, but probably what I am guessing is that the backend team is not getting the same response on the development..”

Chella Chalapathi

Senior Technical Program Manager at Infosys

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“The only time we had to work with them was for the initial setup. Their professional support helped us out with that. It worked well because we did get it set up. We didn't really have any complaints..”

Verified user

Enterprise Service Desk Systems Manager at a manufacturing company with 5,001-10,000 employees

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“The technical support is okay, although, for this region, it is a little bit tougher. They are expanding the market but I think that at the moment, they are not focusing on non-EU countries..”

Milos Tolpa

IT Engineer at FormatPC

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“Customer support was better in the past. About two years ago, the response times became longer. I would rate it a seven out of ten. Initially, I could reach a technician by chat and receive immediate support, which is not possible today. Now, I must open a ticket first, and waiting times can vary from four to eight hours..”

Hahn Rolf

CEO at MICRODYN AG

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“Their support team is very responsive. They have experienced engineers and we have direct contact with them if we need anything for a client. They are just a WhatsApp away.

I would rate the support for this solution a five out of five..”

Ben Masuku

Business Development Specialist at Wire Speed Systems`

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Other Advice

“I rate BeyondTrust Remote Support nine out of 10. It's definitely a useful tool. Out of all the products we tried, it had the most features and flexibility, so it's worth implementing..”

Justin Glasscock

Privilege Access Management Consultant at Integral Partners LLC

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“If used properly by a service desk agent, the cost of the tool is justified. The price reflects the tool's capabilities. I would rate the product ten out of ten. Overall, I give it a rating of ten out of ten..”

Hahn Rolf

CEO at MICRODYN AG

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“I rate [BeyondTrust Remote Support](#) as eight out of ten.

This solution is robust, and I recommend it for its efficient handling of remote access without needing to onboard users directly into systems. I give the overall solution a rating of eight out of ten..”

Himanshu-Pandey

Senior Manager at Accenture

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“We are using the latest version of the solution.

We have two environments. One is on cloud and one is on-premises.

I would advise potential users that if they need best-in-class, then definitely they should look at BeyondTrust. That said, you have to keep in mind the cost of it.

I'd rate the solution at a nine out of ten..”

Adrian Szwejkowski

Global Endpoint Manager at a manufacturing company with 10,001+ employees

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“I can recommend the product, but it is important to note that it is expensive.

Though I am not a very good expert with BeyondTrust Remote Support, I think one can get and use another product very cheaply. If you compare BeyondTrust, to the other products, you can get other products for very cheap rates. BeyondTrust is a really good product overall, but it is expensive for my company.

Overall, I rate the solution a seven out of ten..”

Verified user

Unit Manager | Management Systems and Automation at a tech services company with 1,001-5,000 employees

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“My advice would be to just follow the simple directions that they give you and use it right away. You'll see the benefit right off the bat. There is nothing that anybody really needs to know about it other than that it is a great tool. There is no reason to look at any other tools because it comes with everything that you could possibly need and protects organizations from any breaches.

Originally, we started out because we were pretty impressed with the tool, and then we became a reseller for them. Initially, when they were really pushing it out there, we started reselling it for them because we really liked the product so much. We haven't been a reseller the whole time. We haven't been a reseller for years for a long time.

I'd rate it a nine out of ten. The only reason why I am giving it a nine is because of the price. The price is just so high. The solution itself is a great solution. It's effective for support needs. Any organization that doesn't consider it and is trying to use other methods probably doesn't care too much about security. They are opening themselves up to breaches if they are not using something like the BeyondTrust tool. The BeyondTrust tool is a safe tool to eliminate any chance of a breach..”

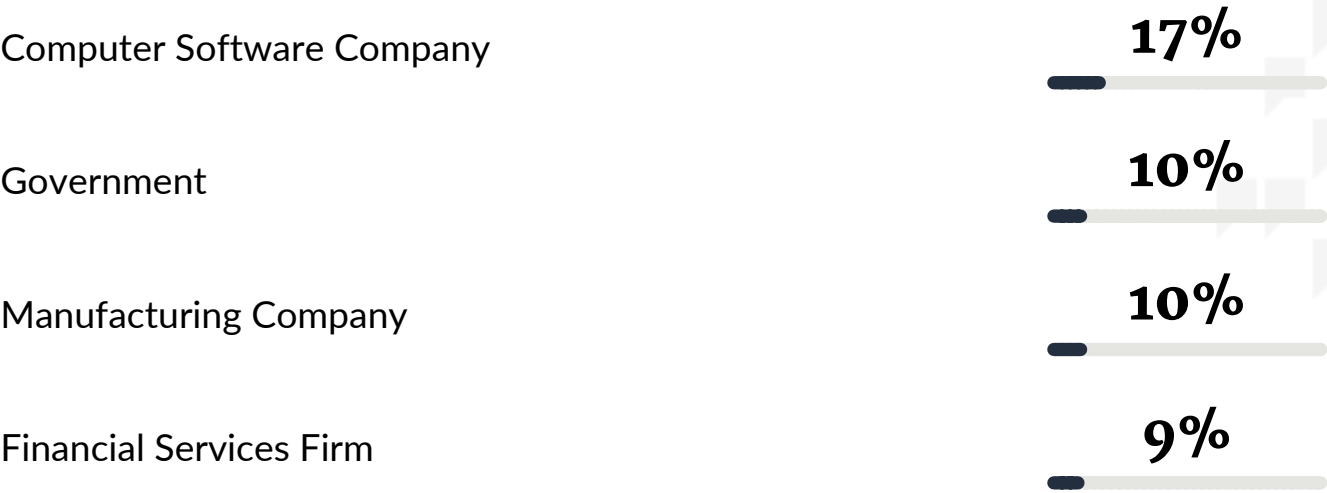
Rich Longo

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Vice President of Sales at ServicePro

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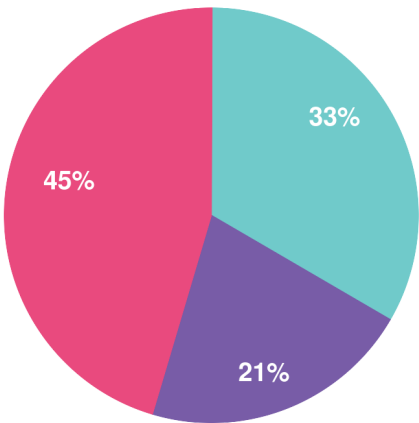
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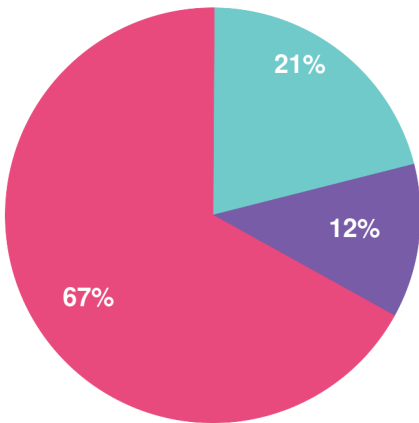


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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