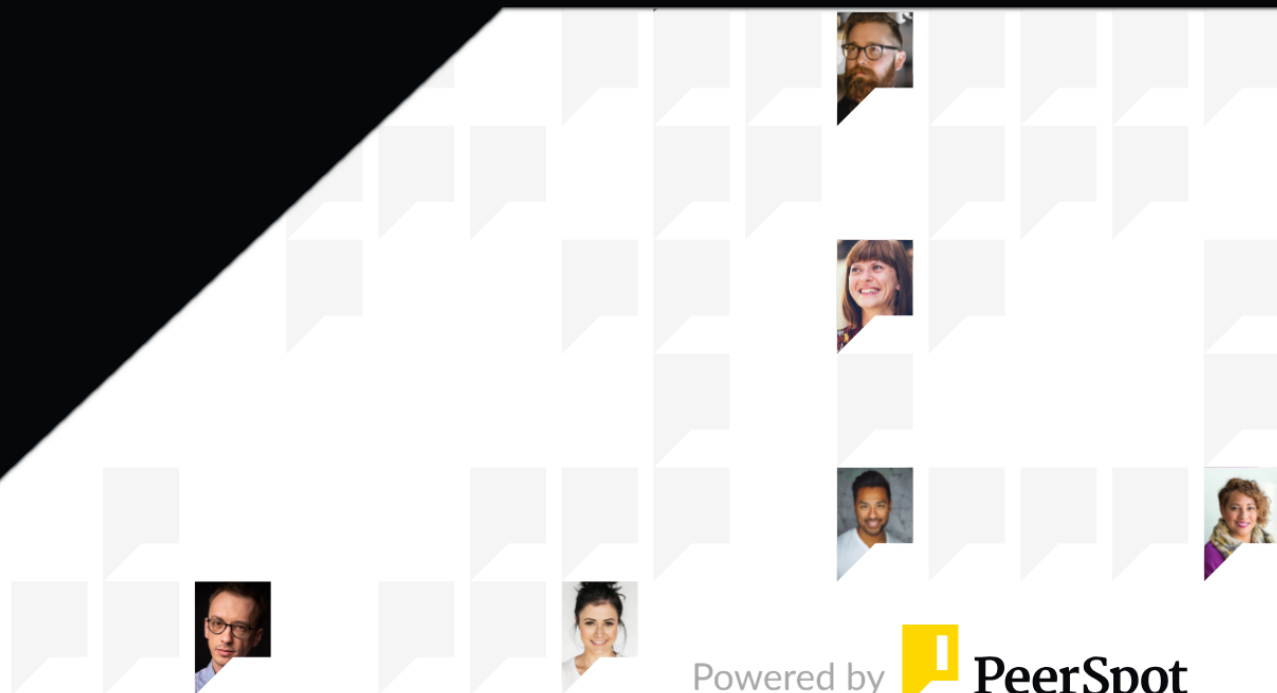




BeyondTrust Remote Support

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



BeyondTrust Remote Support

BeyondTrust Remote Support Recap

BeyondTrust Remote Support offers seamless device integration, easy-to-use interfaces, and flexibility across platforms. It is robust in security and allows remote administration, improving response times and reducing costs.

BeyondTrust Remote Support is a comprehensive tool for remote access, enabling IT teams to conduct remote troubleshooting and secure system management efficiently. With its ability to support multiple platforms, it enhances IT productivity by allowing technicians to address issues and maintain security standards effectively. Its enhanced collaboration tools also facilitate efficient team support.

What are the key features of BeyondTrust Remote Support?

- **Seamless Integration:** Easily combined with existing systems.
- **Multi-Platform Support:** Compatible with numerous devices.
- **Robust Security:** Secure credential management and auditing capabilities.
- **User Elevation:** Capability during sessions for better access.
- **Team Collaboration:** Enhanced collaboration tools for support teams.

What benefits and ROI should users evaluate?

- **Cost Reduction:** Decreases the need for on-site support and travel.
- **Time Efficiency:** Quick response improves service delivery.
- **Productivity Boost:** Supports multiple devices, increasing IT service effectiveness.
- **Security Compliance:** Maintains high security standards during remote sessions.

BeyondTrust Remote Support is widely implemented across industries to enable smooth IT support for employees. By offering remote troubleshooting, secure access control, and system management, it reduces the need for on-site visits. Features like remote session sharing and chat support empower technicians to effectively collaborate and ensure compliance within diverse network environments.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

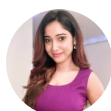
- ✓ “My advice to others looking into using BeyondTrust Remote Support is that for the years I've been working with the BeyondTrust team with multiple customers and environments, they've been consistently offering top-shelf support, whether your environment has 250 users or more than 25,000 users.”



Christopher Martin

Technical Support Specialist at Johnson & Johnson

- ✓ “BeyondTrust Remote Support has positively impacted my organization by enabling us to reduce travel expenses for our IT technician by at least 50%.”



Ashley Jonathan

Data Engineer at Umicore

- ✓ “BeyondTrust Remote Support has been a great tool that provided us a better view which helped our technicians create more accurate tickets when escalating issues.”



Trevis Macnon

Software Engineer at Unilever Inc.



“We have seen a return on investment with BeyondTrust Remote Support as we are able to support our clients and users globally.”



Dwayne Johnson

User Experience Designer at YASH Technologies



“BeyondTrust Remote Support positively impacts our organization by making it easy to manage servers efficiently; prior to BeyondTrust Remote Support, granting access was manual and insecure, but now I can provide limited access based on groups, enhancing security for our employees and protecting against external threats.”



R Nandasana

Senior Information Technology Security Consultant at Mideast Data Systems



“Since using BeyondTrust Remote Support, it is very productive because we can let people join our link and we can help them in a much more efficient way than having them work on a call.”



Ahtisham Mirza

Senior System Administrator at a computer software company with 11-50 employees



“Session monitoring is valuable for users to record whatever actions administrators perform within the system, so management can easily understand the working level and ensure that no suspicious activities occur.”



AlanChan7

Technical Consultant at cloudpoint

What users had to say about valuable features:

“The best features BeyondTrust Remote Support offers are remote assistance to end users. You simply tell them to join through a link and click on your name or through your passcode. It is very easy to let the end user know how to connect, even if they are not technical.

BeyondTrust Remote Support has positively impacted my organization because it helped us troubleshoot remote people much more easily. Otherwise, doing that on a call or on a Teams or Zoom meeting is not easy. We get control of the screen, so it is much easier to provide support..”

Ahtisham Mirza

Senior System Administrator at a computer software company with 11-50 employees

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“BeyondTrust Remote Support allows for easy management of hundreds of computers in a single app. We support a lot of computers for dozens of our clients and employees. Finding the right computer to access is very easy and can be done with just a few clicks.

The best features BeyondTrust Remote Support offers include rapid deployment, extremely reliable service, a wide array of built-in tools, phenomenal support, integration with security providers, and increasing our security posture in my organization. It also provides remote support on our local network and outside of our local network.

These features impact my daily workflow significantly as they allow our technicians to support people in remote locations that before would have required them to drive out to the sites to troubleshoot, which was quite expensive. Now we are able to save considerable cost and time. When it comes to the flexibility of providing remote support through a number of devices, including mobile, it is very efficient..”

Trevis Macnon

Software Engineer at Unilever Inc.

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“Session monitoring is valuable for users to record whatever actions administrators perform within the system. Management can easily understand the working level and ensure that no suspicious activities occur.

“Just-in-time access is another feature that lets vendors or outsiders have certain access during a specified period of time. This helps ensure secure access for users who have third-party vendors involved.

“BeyondTrust Remote Support can be integrated with ITSM for ticketing creation and SIEM integration as well..”

AlanChan7

Technical Consultant at cloudpoint

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“The best features that BeyondTrust Remote Support offers include a very quick and easy process to initiate, and it works fine without crashes. It gives you UAC-level access, so you do not have to deal with that. You can always install their jump agent, which will stay always on, which helps when you need to restart the computer multiple times.

“BeyondTrust Remote Support is a complete and robust remote support solution which offers everything you need. Either you need shell access, GUI access, CMD access, or file-based access to upload files on the computers.

“BeyondTrust Remote Support has positively impacted our organization because it resolved our main issue. As an MSP, when we need to provide support to other customers, we use BeyondTrust Remote Support. It resolves our issues, and we use it extensively. Now we can rely on it very much.

“A specific outcome related to BeyondTrust Remote Support is that it improved customer satisfaction up to eighty to ninety percent. It also reduced the tools we were using because sometimes we were using Zoom and other tools, trying Teams. So it reduced that as well..”

Verified user

[Read full review](#) 

Systems & Cloud Architect at a computer software company with 11-50 employees

“The best features BeyondTrust Remote Support offers are that it allows us to take control of a computer remotely using a website. Users can access the website from anywhere. We are able to elevate rights and use admin credentials if needed through BeyondTrust Remote Support. File sharing is great, and desktop and screen sharing are also available. You can use it to screen share on multiple platforms. The amount of information that you can collect from a customer computer without even screen sharing is immense and helps to troubleshoot when there is a problem.

Elevating rights and using admin credentials has helped my team by making it easy to contact a user, ask for their machine asset tag, and then quickly and securely remote into their PC. Because we are able to have this capability, we can deploy this solution across our organization, and it works very well.

BeyondTrust Remote Support should be recognized for offering security and user confirmation for accepting screen share, which is great. Chat and file sharing are also available. Latency is minimal, and the performance is always high.

BeyondTrust Remote Support has positively impacted my organization in that for troubleshooting computers of our clients or users we can work from our offices or our own convenient place. This has saved us a lot of time and cost, with approximately thirty to forty percent of our time being saved. The directory listing all of our computers that have the Jump client loaded, showing both online and offline computers, is one of the best features for our remote support. You can support people on personal computers via the web interface portal without the need for agent software to be pre-installed. It also allows other programs to run in the background while running the program itself..”

Dwayne Johnson

User Experience Designer at YASH Technologies

[Read full review](#) 

“BeyondTrust Remote Support helps us by providing strong and secure authentication; previously, we used AnyDesk and TeamViewer for remote access, but BeyondTrust Remote Support is more secure, integrates with identity providers, and has excellent features.

“BeyondTrust Remote Support offers the best features including secure remote access, session recording, detailed logs of actions taken, and granular permission control, which are significant capabilities I appreciate.

“We are using session recording and detailed logs by forwarding all logs to our SIEM solutions such as Splunk and Dynatrace for audit purposes, triggering alerts for unauthorized logins and activities such as repeated failed access attempts.

“BeyondTrust Remote Support positively impacts our organization by making it easy to manage servers efficiently; prior to BeyondTrust Remote Support, granting access was manual and insecure, but now I can provide limited access based on groups, enhancing security for our employees and protecting against external threats.

“Since we started using BeyondTrust Remote Support, it improved our overall efficiency and security while being more powerful than past tools such as AnyDesk and TeamViewer..”

R Nandasana

Senior Information Technology Security Consultant at Mideast Data Systems

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Other Solutions Considered

We previously used TeamViewer but found BeyondTrust Remote Support to be very robust, secure, and better suited for reporting and ServiceNow integration, which has been helpful.

Ashley Jonathan

Data Engineer at Umicore

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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

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

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“I previously used TeamViewer along with CyberArk and some other tools, and we switched to BeyondTrust Remote Support because it has all the capabilities in one, so you do not have to change tools based on your support requirement. This is why we moved there..”

Verified user

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Systems & Cloud Architect at a computer software company with 11-50 employees

“Before choosing BeyondTrust Remote Support, I evaluated other options, including TeamViewer and another one, and it was a winner because it can do more. It has everything..”

Verified user

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Systems & Cloud Architect at a computer software company with 11-50 employees

“I previously used ManageEngine Endpoint Central before switching to BeyondTrust Remote Support because BeyondTrust has better support, account managers, an intuitive interface, better documentation for using their solution, and more support for rolling out their solution to endpoints, whether it's Mac or Windows. They also demonstrate a desire to resolve issues quickly rather than consuming three to five business days trying to correct a specific issue like ManageEngine Endpoint did. That's why we switched from it to BeyondTrust Remote Support..”

Christopher Martin

Technical Support Specialist at Johnson & Johnson

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ROI

Real user quotes about their ROI:

I have seen a return on investment, as customers are satisfied that they can be assisted remotely quickly and easily. We are solving more issues remotely through this tool when clients call in, and more departments now want to buy licenses for this tool.

Ashley Jonathan

Data Engineer at Umicore

[Read full review](#) 

“I have not seen a return on investment for BeyondTrust Remote Support, and I do not have any relevant metrics with us, such as money or time saved or fewer employees needed..”

Verified user

Systems & Cloud Architect at a computer software company with 11-50 employees

[Read full review](#) 

“I have seen a return on investment because remote support saves over a thousand dollars over the year in speeding up tasks and reducing time depleted from end-users. BeyondTrust Remote Support doesn't wait 24 hours between responses if you have a ticket open, and they are not afraid to connect and look at the issue directly..”

Christopher Martin

Technical Support Specialist at Johnson & Johnson

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“We have seen a return on investment with BeyondTrust Remote Support as we are able to support our clients and users globally. We have such a large business that we needed a tool that would enable us to help people in all aspects of life, and BeyondTrust Remote Support has accomplished that. Our phone technicians are able to better help people when they call in, especially our clients, and provide more time for our building technicians to do their work..”

Dwayne Johnson

User Experience Designer at YASH Technologies

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“While BeyondTrust Remote Support is pricey for small companies, larger companies find good returns on investment due to its benefits.

“We save a lot of time and money with BeyondTrust Remote Support; while we pay a bit more compared to other solutions such as TeamViewer and AnyDesk, it simplifies compliance reporting for remote administrative sessions and helps considerably..”

R Nandasana

Senior Information Technology Security Consultant at Mideast Data Systems

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“I measured 60 to 70% time and cost savings through workflow changes.

I have seen a return on investment by tracking our previous experience when we were using previous tools. That's how we track our changes and workflows and how they change. We have been able to save considerable time and cost, especially because our tech team doesn't have to move from one place to another, thereby saving significant time and cost. We have also been able to increase security for all our devices in our organization..”

Trevis Macnon

Software Engineer at Unilever Inc.

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Use Case

“Compliance and regulations are primary use cases. Customers want to have control for all administrators and mainly want to control user and administrator access across all systems. These are a few main use cases..”

AlanChan7

Technical Consultant at cloudpoint

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“My main use case for BeyondTrust Remote Support is remote assistance to people. I use BeyondTrust Remote Support for troubleshooting day-to-day, and sometimes for remote access as well. When someone reports any issue, we ask them to join our company portal, and from there we can access it and help them resolve the issue.

Ahtisham Mirza

Senior System Administrator at a computer software company with 11-50 employees

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“My main use case for BeyondTrust Remote Support is providing end user customer support remotely. A quick, specific example of how I use BeyondTrust Remote Support to support end users is that we use it to provide remote support to end users. The user goes on the portal and initiates the session, and our support team provides the support remotely. Whatever needs to be done on a computer, we do it remotely..”

Verified user

[Read full review](#) 

Systems & Cloud Architect at a computer software company with 11-50 employees

“BeyondTrust Remote Support is my primary remote support service that I use to help troubleshoot and fix issues with our users. This product is used by my entire IT department and helps with immediate or rapid support from our team to our end users.

A specific example of how I use BeyondTrust Remote Support to troubleshoot or fix issues is that it has been an invaluable tool for supporting our end users, especially while working remotely. We do not always have time to leave our desks to travel across the remote areas where our users or employees are located. Being able to remote into a machine as tickets arrive has saved us time on our support calls and cost.

I use BeyondTrust Remote Support to connect remotely to our client computers. This allows us to further troubleshoot issues before sending tickets to an onsite technician when it is needed..”

Dwayne Johnson

[Read full review](#) 

User Experience Designer at YASH Technologies

“We started using BeyondTrust Remote Support three years ago, managing all our servers and access through it.

“Our main use case for BeyondTrust Remote Support is to grant role-based access control to all of the devices in our organization, where we manage more than 1000 servers, over 5000 devices, and 10,000 laptops, making it difficult to manage everything without BeyondTrust.

“With BeyondTrust Remote Support, we created many groups; for example, for the product Splunk, we have between 50 to 100 servers in one group. By organizing our servers into groups such as Splunk, firewall, F5, Kribl, and Dynatrace, we can easily grant access to anyone by selecting the group, which also restricts access for others, ensuring security..”

R Nandasana

Senior Information Technology Security Consultant at Mideast Data Systems

[Read full review](#) 

“My main use case for BeyondTrust Remote Support is to provide technical remote access to the computer systems we support for our customers. In addition to remote screen sharing, it also provides instant feedback on the status of computers and allows us easy access to inventory and system information. Its easy-to-use interface allows for use with almost zero training.

The ability to share a remote session or hand off sessions between representatives is very nice. The representative client can be a little buggy sometimes, but overall it works consistently.

I typically use BeyondTrust Remote Support for remote access for Mac OS computers. We support primarily businesses that use Macs, and good Mac OS support is very important. It also helps maintain logs and screen-sharing videos of all sessions. It's peace of mind for us and also helps meet compliance standards so we can tell exactly what happened every time we access a machine remotely..”

Trevis Macnon

Software Engineer at Unilever Inc.

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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

Business Development Specialist at Wire Speed Systems`

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“My experience with pricing, setup cost, and licensing for BeyondTrust Remote Support is that it is cost-effective. BeyondTrust Remote Support is a very cost-effective and affordable tool..”

Dwayne Johnson

User Experience Designer at YASH Technologies

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“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

[Read full review](#) 

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

[Read full review](#) 

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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“During the proof of concept, BeyondTrust Remote Support principal has been helpful when we have issues. They provide advice and knowledge base resources for us to reference..”

AlanChan7

Technical Consultant at cloudpoint

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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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“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

[Read full review](#) 

“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`

[Read full review](#) 

“Customer support from BeyondTrust Remote Support is very responsive and helpful twenty-four hours a day, seven days a week.

I would rate the customer support of BeyondTrust Remote Support an eight out of ten..”

Dwayne Johnson

User Experience Designer at YASH Technologies

[Read full review](#) 

Other Advice

“My advice for others looking into using BeyondTrust Remote Support is that if you need something to remotely support your clients, customers, and teams, it is the best tool you can get in the market. I give this product a review rating of nine..”

Verified user

Systems & Cloud Architect at a computer software company with 11-50 employees

[Read full review](#) 

“I have been selling privileged access management based on my past experience. So far, the solution is quite good and I cannot think of features that would be missing. The overall review rating for this solution is seven out of ten..”

AlanChan7

Technical Consultant at cloudpoint

[Read full review](#) 

“Since using BeyondTrust Remote Support, it is very productive because we can let people join our link and we can help them in a much more efficient way than having them work on a call. The features are sufficient.

My advice to others looking into using BeyondTrust Remote Support is that I am satisfied. It is a good product. I give this product an overall rating of eight out of ten..”

Ahtisham Mirza

Senior System Administrator at a computer software company with 11-50 employees

[Read full review](#) 

“The advice I would give to others looking into using BeyondTrust Remote Support is that if you are looking for a great remote support tool, then look no further. BeyondTrust Remote Support is the best tool because it makes it very easy to troubleshoot. It is easy and reliable, and if you need to remote into another device, it is easy and provides you with powerful options while working with a customer.

BeyondTrust Remote Support is a great tool that we use in our service desk to remote users all across the world. We have over ten thousand employees, one thousand employees locally, but thousands more than ten thousand worldwide. This has been a perfect tool to reach out to them, especially when they have issues. I would rate this product an eight out of ten..”

Dwayne Johnson

User Experience Designer at YASH Technologies

[Read full review](#) 

“I rate BeyondTrust Remote Support a nine out of ten.

“I choose a nine because some advanced configuration options require a bit of training, and customization is needed on the dashboard, as the current UI does not visualize logs as effectively as other products.

“BeyondTrust Remote Support is a more secure product, which is why we chose it, and I appreciate this product for its security features.

“BeyondTrust Remote Support is completely accurate, with no downtime; if you are inactive for five minutes, your session automatically terminates, and a network interruption also disconnects you, requiring a reconnection and two-factor authentication for login.

“I advise others looking into BeyondTrust Remote Support to purchase it if they have a large organization with many IT devices, as it simplifies operations, auditing, compliance, and security..”

R Nandasana

Senior Information Technology Security Consultant at Mideast Data Systems

[Read full review](#) 

“BeyondTrust Remote Support has powerful features and scripts that make it easy to produce and easy for non-tech staff to use canned scripts.

BeyondTrust Remote Support is deployed in my organization on a hybrid cloud basis, and we use [AWS](#) as our cloud provider. I purchased BeyondTrust Remote Support through the [AWS Marketplace](#).

BeyondTrust Remote Support is very cost-effective and has saved us time, 60 to 70%, especially because our tech team doesn't have to move from one place to another to troubleshoot or solve certain issues. It's very instant, even with the feedback. The support is top-notch.

BeyondTrust Remote Support has been a great tool that provided us a better view which helped our technicians create more accurate tickets when escalating issues.

My advice for others looking into using BeyondTrust Remote Support is that it has a better pricing plan, is more secure, and has better implementation. It saves time and cost because the technicians are able to troubleshoot and resolve issues on time. Thus, it is a highly recommendable tool.

My company has a business relationship with this vendor by being customers. I would rate this product 9 out of 10..”

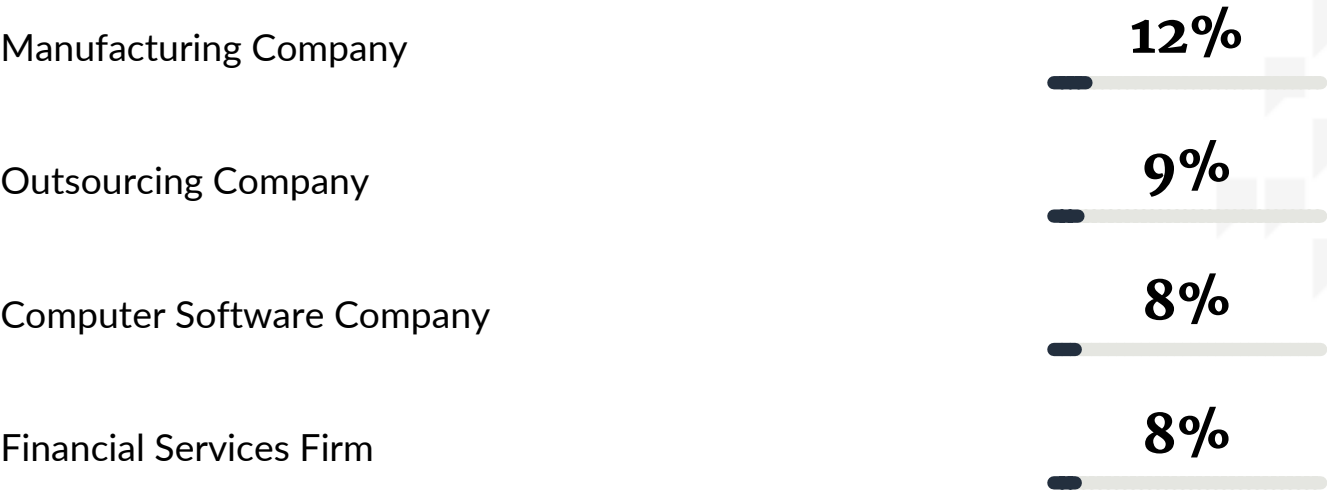
Trevis Macnon

Software Engineer at Unilever Inc.

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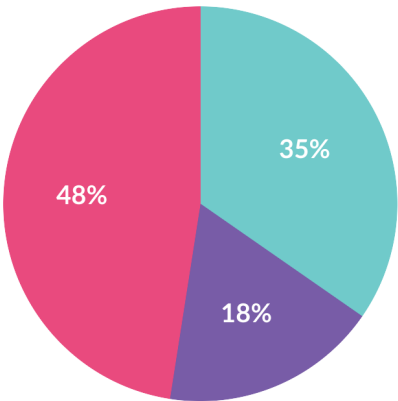
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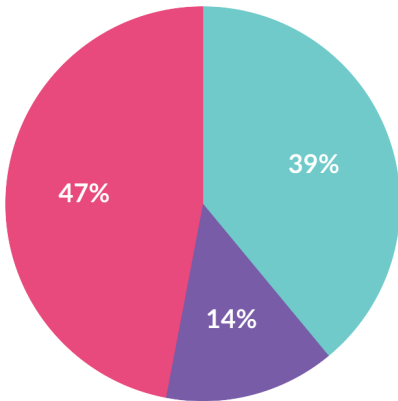


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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