BeyondTrust

SOLUTION BRIEF

Boosting Productivity and Security for the Service Desk with BeyondTrust Endpoint Privilege Management

Enforce Least Privilege—Without Slowing Support

Remote Support customers already understand the value of fast, secure troubleshooting. But many still rely on end users retaining local admin rights, leaving organizations vulnerable to malware, ransomware, and costly breaches. Yet some organizations are wary of removing admin rights for fear of experiencing spikes in ticket volumes and frustrated employees.

By adding BeyondTrust Endpoint Privilege Management, Remote Support customers can enforce least privilege across all endpoints while preserving a frictionless support experience. It's a win for security and productivity. Users run with standard accounts, and Remote Support technicians gain the just-in-time access they need directly within their remote session—without ever granting risky or persistent admin rights.

How These BeyondTrust Solutions Work Together:

- Endpoint Privilege Management: Removes local admin rights, enforces least privilege, and grants privileges to approved applications—for only the finite amount of time needed. It also blocks unapproved applications from running.
- Remote Support: Provides secure, auditable access for IT teams to elevate privileges only when needed during live sessions.

This combination closes a major gap in endpoint security, while ensuring employees stay productive and IT support teams remain efficient.

Key Security Outcomes

Support Cost Reduction
Reduce support costs by 80%, within weeks of deployment, by cutting privilege-related tickets.

Curb Critical Vulnerabilities
Mitigate ~75% of Microsoft critical vulnerabilities by removing excess admin rights.

Shut Down Common Attack Pathways
Mitigate ~80% of attack pathways that take advantage of local end-user privileges.

Improve Support Time-to-Resolution
Accelerate resolution times by enabling just-in-time privilege elevation within Remote Support sessions.

Streamlined Compliance Oversight
Simplify compliance with centralized auditing, detailed logs, and complete visibility into privileged activity.

Client Success Stories

"Now that we have control over who does what and when during remote access sessions, we find it important to expand to a solution like BeyondTrust Endpoint Privilege Management to understand who has access to what, and who does what, once connected to the machine."

—Alain Astgen, Service Center Manager and CISO, Axians

"Whenever users need help and can't self-serve, we turn to Remote Support. With EPM [Endpoint Privilege Management] tokens, our help desk can securely log in, install what's needed, and keep colleagues up and running worldwide."

—Global Financial Services Organization