



# BeyondTrust

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**Top 5 Remote Support Tips to Drive Customer Service Excellence**





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# Trusted by 20,000 Customers in 80+ Countries

**72 of the Fortune 100**

Logos included in the collage:

- Charles Schwab
- Verizon
- Microsoft
- Starbucks
- Oracle
- CVS pharmacy
- Quilter
- Humana
- ESPN
- Daimler
- Brother
- KwikFit
- PINK
- thyssenkrupp
- Cigna
- Citi
- PG&E
- VEOLIA EAU
- RBC
- DocuSign
- The Emirates Group
- fiserv.
- AMGEN
- NHS
- Coeliac Support International
- MGM Resorts International
- VERINT.
- AMOCO FEDERAL CREDIT UNION
- USAA
- DREAMWORKS
- STRIBLING EQUIPMENT
- WATSON FARLEY & WILLIAMS
- MANCHESTER UNITED
- Australian Government Department of Defence
- TORONTO HYDRO
- Pernod Ricard
- UNC HEALTH CARE
- Wynn RESORTS
- TEAMWORK RETAIL

# Agenda

- **Top 5 tips to drive customer service excellence**
- **Things to look for in a comprehensive Remote Support solution**
  - **See what they see**
  - **Stats, stats, stats!**
  - **Everyone's happy right**
  - **Session Initiation Methods**
  - **ITSM Integrations**
- **The BeyondTrust Portfolio**



# Top 5 Remote Support Tips to Drive Customer Service Excellence



# #1 Increase first call resolution

- Empower representatives with the best tools to provide IT expertise
- Support Multiple Platforms
- Support Mobile Devices
- Use one tool for less training
- Avoid cost and maintenance of multiple tools
- Link to Knowledge Systems straight from the tool



# #2 Integrate with your existing solutions

- Leverage your existing ITSM/CRM processes to streamline incident response
- CMDB to launch direct access to assets
- Make use of existing Security Providers
- Integrate with Knowledge Management Systems
- Provide a secure Credential Vault
- Send SYSLOG and application data to your SIEM



# #3 Provide easy collaboration

- Real time transfer between team & departments
- Real time collaboration between teams and departments
- Faster session response
- Share sessions with experts
- Monitor sessions
- Training sessions
- Escalation to different support teams
- Get the Vendor in!





# #4 Privileged Passwords?

## No thanks

- **Just in time access for Privilege Credentials**
- **Elevate support sessions**
- **No need to share admin credentials with internal IT or Vendors**
- **Reduce risk with full audit trails and session recording**



# #5 Automate Workflows

- **Canned scripts to automate regular tasks**
- **Canned messages to improve overall efficiency**
- **Provide skill based routing, with equilibrium settings**
- **Integrate with your Chat Bot solution**
- **Provide real time text translation services**



# Things to look for in a comprehensive Remote Support solution



# Remote Support

## Support Users, Desktops & Devices

**ACCESS AND FIX ANY DEVICE  
OR DESKTOP, ANYWHERE, ON  
ANY PLATFORM**



### **SECURE REMOTE SUPPORT**

Provide fast remote assistance to any desktop, server, or mobile device with screen sharing and remote control



### **MONITORING**

Log all session activity for a complete audit trail, with real time reporting



### **CHAT SUPPORT**

Increase support staff productivity and end user satisfaction



### **REMOTE CAMERA SHARING**

Perform remote support on anything your customer can see, including hardware and peripherals



### **INTEGRATIONS**

Maximize existing investments with CRM and ITSM tools and password management solutions



# See what they see



# Remote Camera Sharing

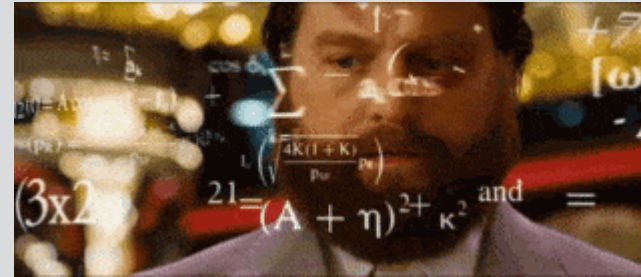
- Customers can stream live video to the Support Technician from their mobile device
- Enable support of other devices like a HVAC system or garage door



# Stats, stats, stats!



# Stats, stats, stats!



All Teams External IT Vendor General T1: Low T2: Medium T3: High T4: Critical

All Sessions Inbound Outbound

1 Current Sessions	0 Waiting Sessions	-- Longest Wait	1 / 1 Reps (Logged in/Available)
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Stats, stats, stats!

Today's Session History

Sessions	Avg. Duration	Avg. Handle Time	Avg. Wait	Abandoned	Avg. Abandon Time	Detail
3	07:21	07:02	00:19	0	00:00	<a href="#">i</a>

Reps (1 Logged in)

Switch to high level view

Rep	Sessions
Luke Brogan	1

Today's Rep History

Rep	Sessions	Total Duration	Avg. Duration
Luke Brogan	1	10:10	10:10
Luke Brogan	2	10:56	05:28

Teams with Sessions

Sessions

Time in Queue	Total Time	Rep(s)	Queue	Customer Name	Company	Start Method	Issue
00:52	00:52	Luke Brogan		BI02:4489		Remote RDP	



# Everyone's happy, right?



# Customer Results



Over **85%** of respondents saw an increase in FCR of more than 10% with 1/3 reporting an increase of more than 25%



**85%** were able to increase Customer Satisfaction by more than **10%** with **43%** reporting an increase of 20% or more.



3 out of 4 respondents had an increase of agent productivity of more than **20%**



3 out of 4 companies reported that agents were “Very Satisfied” with BeyondTrust



More than **70%** were able to reduce incident handling time by at least **10%**

# Session Initiation Methods



# Session Initiation Methods

**Customer  
Initiated**

**External  
Expert**

**Technician  
Initiated**



# ITSM Integrations



# Seamless Integration With 3<sup>rd</sup> Party Solutions

MAXIMIZE YOUR EXISTING IT  
INVESTMENTS



cherwell



ivanti



servicenow



SysAid

TeamDynamix



# The BeyondTrust Portfolio



# The BeyondTrust Solution

DISCOVERY • THREAT ANALYTICS • REPORTING • CONNECTORS • CENTRAL POLICY & MANAGEMENT



## PRIVILEGED PASSWORD MANAGEMENT

Discover, manage, audit, and monitor privileged accounts and sessions of all types



## ENDPOINT PRIVILEGE MANAGEMENT

Remove excessive end user privileges on Windows, Mac, Unix, Linux and network devices



## SECURE REMOTE ACCESS

Secure, manage, and audit remote privileged access sessions for vendors, admins and the service desk



## BEYONDINSIGHT PLATFORM

Maximize visibility, simplify deployment, automate tasks, improve security and reduce privilege-related risks with the industry's most innovative and comprehensive privileged access management platform

ON-PREMISE

CLOUD

HYBRID



## Call to action:

**Visit - [www.beyondtrust.com/remote-support](http://www.beyondtrust.com/remote-support)**

**Visit – [www.beyondtrust.com/contact](http://www.beyondtrust.com/contact)**





**THANK YOU**

