



Executive Summary: Secure Remote Access

Overview

Secure Remote Access is a groundbreaking addition to the Admin By Request Zero Trust Platform which leverages familiar approval flows and features to enable **secure, browser-based, Just-In-Time (JIT) connections** to workstations, servers, and network devices, and remote support for end users. This solution revolutionizes the way IT administrators manage and access critical systems by eliminating reliance on traditional VPNs and jump servers while maintaining a secure and segregated setup, with all features and configurations accessible from the intuitive and familiar Admin By Request Portal.

In today's remote and digitally connected work environment, organizations face significant challenges in **securely managing and supporting devices across various locations**. Traditional remote access tools, while functional, often fall short in meeting the stringent security and compliance requirements demanded by modern enterprises. These tools can expose organizations to risks such as unauthorized access, insufficient audit capabilities, and persistent connections that could be exploited by malicious actors.

The Problem

Additionally, the deployment and management of standalone remote access software create complexities and overhead for IT departments, especially when these tools are not integrated into the broader security infrastructure. This can lead to **security gaps, inconsistent user experiences, and increased operational costs**.

The Solution

UNATTENDED ACCESS | REMOTE SUPPORT | VENDOR ACCESS

Secure Remote Access by Admin By Request is a cutting-edge SaaS solution that directly addresses these challenges by providing a secure, efficient, and integrated approach to remote device management with key benefits including Remote Support and Unattended Access, enhanced security controls, and comprehensive logging and session recording - all integrated into the existing Admin By Request ecosystem.

Three Core Remote Access & Management Features

Secure Remote Access offers different options for accessing your systems securely:



Unattended Access

Allows for access to servers, devices, and workstations via standard protocols and can be configured as a cloud service or as an on-premises solution (including agent-less devices).



Remote Support

Offers the ability to initiate screen sharing and control directly between the devices of an IT admin and an end user.



Vendor Access

Allows for external users, such as third-party vendors, to be given secure access to internal devices via an external portal.

Integrated into the Admin By Request Ecosystem

Secure Remote Access is fully integrated into the existing Admin By Request platform. This integration allows for the creation of tailored security profiles, ensuring that remote access is as secure as other elements of your IT infrastructure. Activation of this feature is seamless, requiring no additional deployment if the Admin By Request client is already installed.

Enhanced Security Controls

Multi-Factor Authentication (MFA):

Only authorized personnel who authenticate with MFA can initiate remote sessions, adding an essential layer of security.

Request-Based Access:

Remote access is granted only after a user request is approved by an IT admin, reducing the risk of unauthorized connections.

Just-In-Time Connectivity:

Connections are established only when needed and are securely terminated after each session, eliminating persistent access points that could be exploited.

Comprehensive Audit Logging and Session Recording

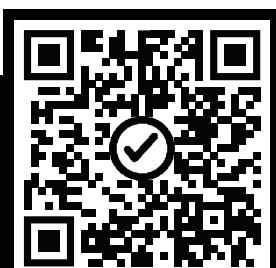
Every remote session is fully logged and recorded, providing a transparent and complete audit trail. This ensures compliance with regulatory requirements and supports accountability by enabling detailed reviews of all remote activities.

No Proprietary Software Required

Remote sessions can be conducted directly through a standard web browser, reducing the complexity of installation and ensuring broad compatibility across devices. The existing client from our Endpoint Privilege Management (EPM) solution is all that is needed on the end-user's device, making the activation process straightforward and maintenance-free.



Admin By Request Secure Remote Access is not just another remote access tool; it is a comprehensive, secure, and integrated solution that aligns with your organization's stringent security standards. By choosing Secure Remote Access, your organization gains a best-in-class tool for remote management, ensuring the highest levels of security, compliance, and operational efficiency.



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Admin By Request