

Remote Support Cloud Frequently Asked Questions

Implement Remote Support

What Hosting Regions Are Available for the Solution?

- Commercial
 - Asia-Pacific (Singapore)
 - Australia (Sydney)
 - South America East
 - Canada
 - Europe (Germany)
 - United Kingdom (London)
 - India West
 - United States (Central)
 - United States (East)
 - United States (West)
- Government:
 - United States Gov (East)
 - United States Gov (West)

What Cloud Provider is Leveraged to Deliver the Remote Support Solution?

The solution is hosted within a single tenant EC2 instance in Amazon Web Services. This environment is audited under the requirements for SOC 2 Type 2 and ISO 27001.

Upgrades, Uptime, and Downtime

What is BeyondTrust's Service Level Agreement (SLA) for Solution Availability?

BeyondTrust's Availability SLA shall be ninety-nine and nine-tenths percent (99.9%) during a calendar month.

Are Upgrades or System Changes Installed During Off-Peak Hours or in a Manner That Will Not Impact Business Operations?

Yes. When notified of an upcoming upgrade, BeyondTrust Technical Support can schedule the upgrade within your change window, if preferred.

Vulnerability and Penetration Testing

Does the Solution Undergo Frequent Vulnerability and Penetration Testing?

Yes, BeyondTrust performs regular, internal vulnerability scanning and penetration testing on all product solutions. Also, BeyondTrust contracts with third-party vendors to perform periodic penetration tests on the platform to identify risks and remediation that help secure the solution.

Can I Perform My Own Penetration Testing Against the Solution?

Yes, you must notify BeyondTrust in advance of any test by submitting a request using the BeyondTrust Online Support Portal and completing a penetration testing agreement. This activity can be performed only once per calendar year.

Data and Access

Does the Solution Support Role-Based Access for End Users and System Administrators?

Yes. This is a core component of the solution that can be configured and managed.

Who Can Access My Data?

Access to cloud services by BeyondTrust employees is protected by authentication and authorization mechanisms, and BeyondTrust has implemented an access control authentication approach based on need to know and separation of duties.

What is the Range of IP Addresses Used?

The address assigned to a cloud site is pulled at random from the pool of addresses for the region that the site is deployed in.

Referencing AWS documentation, you can determine the range of addresses that your cloud site may use:

<https://docs.aws.amazon.com/vpc/latest/userguide/aws-ip-ranges.html>

Get More Information

i For more information about these topics, please see the [Cloud Service Guide](https://www.beyondtrust.com/cloud-service-level) at <https://www.beyondtrust.com/cloud-service-level>.