

GoTo



Zero Trust in Remote Support Security

What do you really need to consider?



Today's Speaker



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Agenda

- Speaker and company intro
- Zero trust in remote support and RMM
- Organizational considerations
- Q&A



Key Take-aways

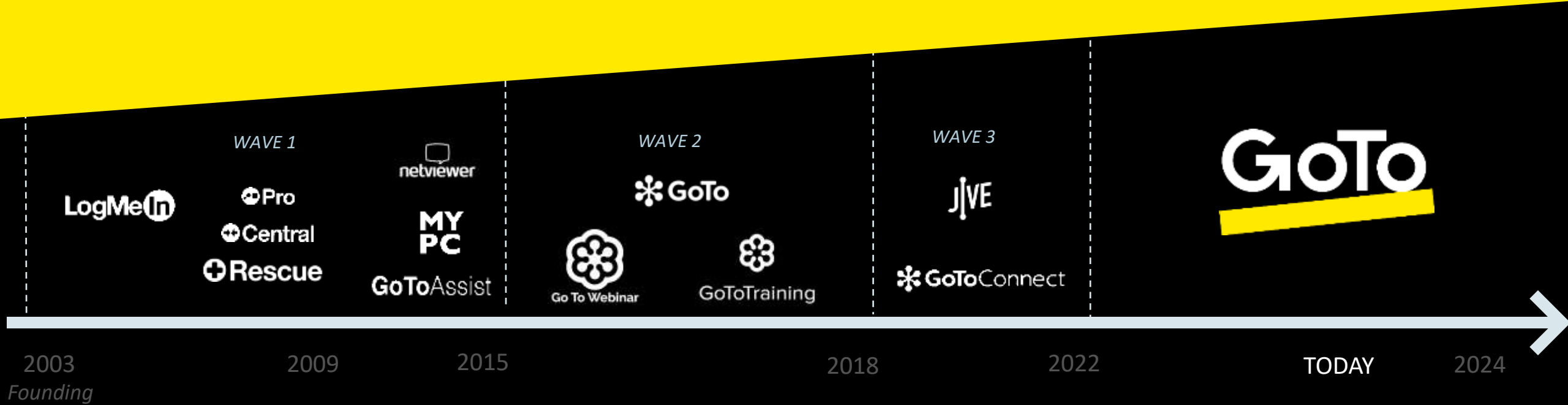


- Importance of zero trust and permissions

- What to consider when selecting IT management and support tools to meet your unique business needs

- What aspects of overall security applies to remote support

The GoTo Evolution



Founding Principles:

Connect, manage, secure and support people and their devices

Make IT easy, so our customers & partners can focus on what matters most

What's on the mind...

For SMB, Mid-market and Enterprise?

Remote Work Security

- Web application firewalls
- Access Management
- Endpoint protection platform
- Secure web Gateway

Zero Trust

By 2025, **71%** of new remote access deployments will be served by ZTNA, up from <10% in 2021.

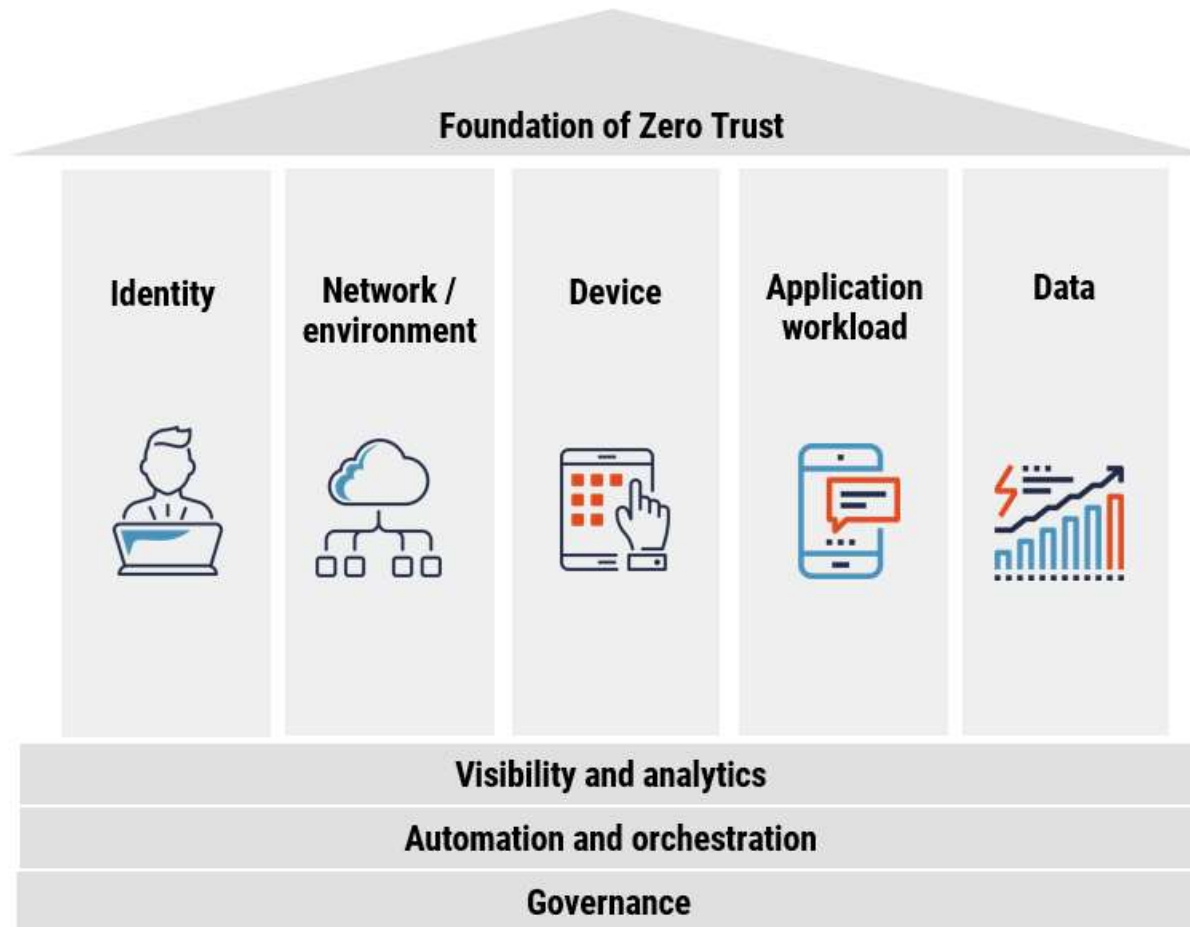
Cloud Security

The combined market for cloud access security solutions will grow 26.8% to reach \$6.7 billion in 2023

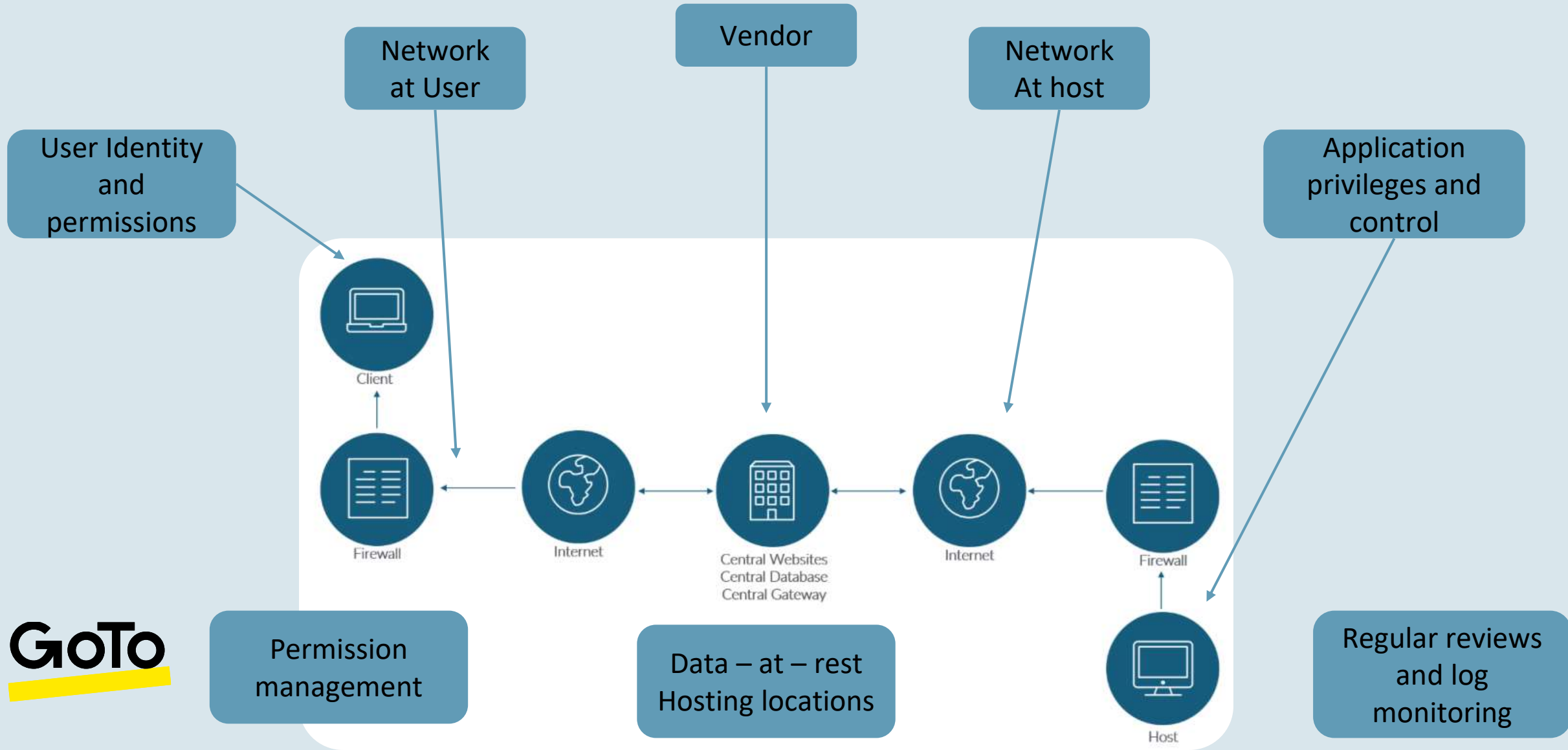
A background image showing a group of people, mostly young adults, looking at a smartphone held by one of them. The image is slightly blurred and has a warm, golden-hour lighting. A large yellow rectangular overlay is positioned diagonally across the upper half of the image, containing the title text.

Zero Trust in Remote support

Zero trust



Protecting Endpoints



Organizational considerations

Data hosting

Consider where your data is – transit vs at rest

Recordings, session logs, customer and user data

Data retention periods for cloud hosting





Consider the Vendor's certification status



Data Protection Act 2018



- Always apply Zero trust concept & configure maximum custom security
- Protect your endpoints with strong zero-knowledge based systems or authentication layer
- Consider data hosting and organizational certifications with external validation
- Diversify toolset and mind your business continuity



**Thank you!
Questions?**

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