

GoTo

Resolve

# Maximize the Impact of GoTo Resolve

Endpoint Protection, Mobile  
Device Management, and More





# One Solution, Maximum Value.

GoTo Resolve offers so many great benefits right out of the box, including the industry's first [zero trust security architecture](#) that makes [GoTo Resolve](#) the safest solution available.

If you are a GoTo Resolve customer, you already know that the platform offers:

- 1 Leading remote support and access features
- 2 Best-in-class device monitoring and patch management
- 3 Native automation and AI functionality
- 4 And much, much more

It's no wonder that GoTo Resolve has consistently been named a category leader by software evaluation site [G2](#).

With that said, you and your team may not be getting the most value the product can deliver. For example, have you tried using GoTo Resolve's best-in-class endpoint protection feature? This can provide significant security benefits at a time when cyberthreats have never been more pervasive and sophisticated.

If you want to uplevel your team's support and service capabilities, explore how GoTo Resolve's additional features can help you do exactly that.



## Staying Ahead of Cyberthreats

Recent cybercrime studies reveal that nearly 43% of all cyber-attacks are targeted against small and mid-sized businesses (SMBs), but that only 1 in 7 (14%) of these SMBs are prepared to effectively counter these cyberthreats. The typical SMB loses about [\\$25,000 annually](#) to cyberattacks, with phishing and ransomware attacks becoming more common (aided, of course, by human error).

The situation is so bad that a majority (54%) of [business leaders asked in one survey](#) openly admitted that their IT department lacked the experience and tools to manage complex cyberattacks. Being unprepared to manage cyberthreats is (alas) the rule rather than the exception.

GoTo Resolve is the safest IT management and support solution on the market today. By deploying our all-in-one solution out of the box, you're already ahead of the game. Did you know that GoTo Resolve's Premium plan includes essential features like Antivirus Management and Patch Management? These features provide significant value to your team and end-users, particularly in terms of security. GoTo Resolve also offers several additional features such as Endpoint Protection, Mobile Support, Mobile Camera Sharing, and Mobile Device Management (MDM).

# The Challenge





# Antivirus Management and Endpoint Protection

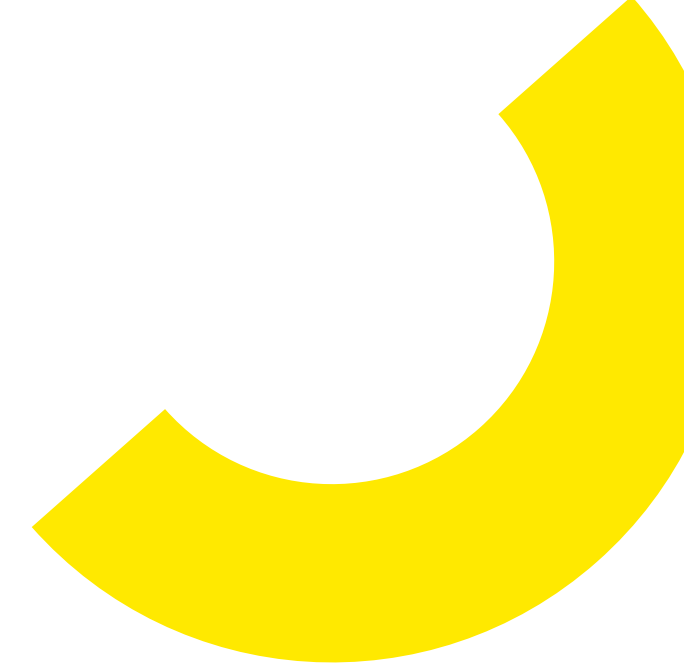




# Secure Your Data and Systems

Your IT support infrastructure and users can stay secure and combat cyberthreats with [antivirus management](#), which enables IT teams to easily manage endpoints from a single view – and proactively monitor (and mitigate) cyber threats.

GoTo Resolve's innovative and robust approach to antivirus management provides users with comprehensive threat protection. This includes the ability to easily monitor the security status of third-party antivirus solutions alongside GoTo Resolve's own endpoint protection solution (powered by Bitdefender). With a single, consolidated console, IT managers can enhance operational efficiency and simplify management when dealing with diverse AV solutions, including benefits like:



1

## **Streamlined control:**

GoTo Resolve centralizes antivirus management, allowing users to oversee endpoints with ease. Get a holistic view of devices and monitor against potential threats, all from a single dashboard.

2

## **Comprehensive protection:**

IT admins can enable real-time protection, check (or update) the latest virus definitions, run commands, and initiate quick or full device scans.

3

## **Enhanced efficiency:**

With its integrated platform, GoTo Resolve optimizes efficiency by minimizing the need for multiple antivirus management interfaces. Gain critical insights for each endpoint including antivirus status, threat logs, and more – all from a single pane of glass.



## Protect Every Endpoint

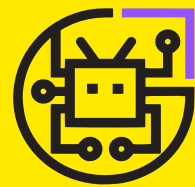
Integrated seamlessly within the platform, [GoTo Resolve Endpoint Protection](#) is a powerful security add-on that delivers unmatched convenience and efficacy. These product enhancements provide even more ways for businesses to consolidate, manage, and secure critical systems, to protect your valuable data with confidence.

Powered by Bitdefender's industry-leading cybersecurity technology, the [endpoint protection](#) enhancement provides always-on protection that continuously monitors for potential threats and immediately responds to any suspicious activity, offering proactive defense while running in the background to avoid disruptions.

The feature also includes policy enforcement, allowing users to institute rules about:



How strict or lenient endpoint protection should be among licensed devices in use



How often the software scans for potential threats





# Enhanced Patch Management





# Proactive Defense Against Cyberthreats

Patches, as the name implies, are software fixes that combat cyberthreats as they are detected and analyzed. Patch management is the process of tracking, testing and installing available code changes (i.e., patches) for existing applications and software tools on a group of devices. [Patch management software](#) enables the scheduling of automatic installation of patches, or otherwise alerts users about any necessary updates.

Patch management tools allow IT teams to systematically keep a fleet of devices updated and protected against evolving cyberthreats. Without patch management, patching may not be done on time or on a regular basis, allowing systems and applications to become cybersecurity risks as threats evolve.

With GoTo Resolve's patch management solution, IT leaders can take advantage of a simple and secure dashboard to efficiently manage software updates across their entire fleet of devices. Businesses can minimize disruptions to end-users and support operational continuity by:

- Remotely scheduling and installing patches
- Identifying and testing updates
- Accessing past and present device information





# Premium Features to Uplevel Your IT Experience

Patch management is seamlessly integrated within GoTo Resolve's console, ensuring that users have access to essential features right from the start with the Standard plan. For those seeking advanced functionalities and comprehensive patch management capabilities, upgrading to GoTo Resolve Premium unlocks an array of powerful tools that enhance system security and operational efficiency.

The Patch Management and Remote Monitoring & Management features available for Premium Tier customers include:



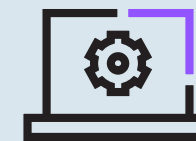
## Windows updates

View and automatically deploy available Windows updates across managed devices



## Applications updates

Enable monitoring and updating of applications on Windows endpoints



## Automatic scheduling

Schedule when remote executions, Windows update, and application update processes are run on devices



# Mobile Remote Support



## Enabling Faster Fixes from Anywhere

With mobile remote support, your agents can provide support for virtually any iOS, Android, or Chrome OS device. This product feature can be deployed for improved troubleshooting and/or for walking through a fix with an end user while the agent provides full, “over the shoulder” support.

No more confusion and frustration in hoping the user problem is fixed, because the agent can do the fixing directly without any (or much) input from the user.

The features of GoTo Resolve [mobile device support](#) enable a support agent to have:

- 1** Real-time screen sharing and a remote view of iOS
- 2** Remote control of Android OS (functionality may vary by manufacturer)
- 3** Unattended access of Android OS
- 4** Live customer chat assistance



# Mobile Camera Sharing

## Getting Eyes on the Problem to Speed Resolution Time

Anyone who has ever worked with IT support knows that having a user blindly describe an issue or an agent blindly explain a solution can be a struggle, when neither side can see what's happening firsthand.

Adding GoTo Resolve's [mobile camera sharing](#) provides a great visual dimension to the support experience, allowing agents to literally see issues and therefore provide better diagnostics and faster fixes. In addition:

**1** Since the support agent can see what's happening, they can diagnose issues more quickly and reduce call times, all of which results in a better experience for the agent and the user alike.

**2** It's easy to deploy this visual engagement enhancement; there's nothing that users and agents need to download to enable this powerful functionality.





# Mobile Device Management



## Gaining Greater Control Over Your Mobile Fleet

[Mobile device management](#) (MDM) enables IT teams to easily secure, set up, and manage all the devices they support, whether company-owned or personal, including smartphones, tablets, and laptops. You can manage and update devices automatically and remotely, thus saving your IT support team time and frustration.

GoTo Resolve's MDM enhancement can also help you better secure devices and your business data by allowing you to:

- Remotely wipe data from lost or stolen devices, preventing data breach and malicious use
- Create configurations and restrictions that ensure data security and compliance – and mass deploy policies to groups of devices
- Separate business/proprietary and personal data on BYOD devices
- Deploy a passcode policy in all managed devices, so that passcode usage is not left for the device user to decide
- Install, manage, and block apps and mobile content centrally





# Maximize the Value of Your IT Solutions

GoTo Resolve's ease of use and flexibility ensures IT leaders at small and medium-sized businesses can effectively meet the unique needs of their organizations. Our available features around antivirus management, mobile device management, patch management, and more are just a few examples of how GoTo is making IT as easy and secure as it can be, every day.

**Contact our sales team today to learn even more about how these upgraded features can help improve your IT support operations.**

**Contact Sales**

