



Privilege Management for Windows & Mac Cloud 21.5

New and Updated Features – July 6, 2021

BeyondTrust Privilege Management for Windows & Mac (PMWM) is a preventative endpoint security solution that removes excessive admin rights, applies pragmatic application control, enables passwordless administration, and gives users just enough privileges to do their jobs and be productive. Available on-premises or Cloud, the solution blocks malware, ransomware, and phishing attacks. Plus, it protects against both external and internal threats. Utilizing QuickStart policies, organizations receive rapid time-to-value.

This release introduces a brand new ServiceNow integration for operational efficiency and VirusTotal integration improvements.

Please see the [release notes](#) for additional details on these important enhancements.

New Feature Highlights – Privilege Management for Windows & Mac (Cloud only)

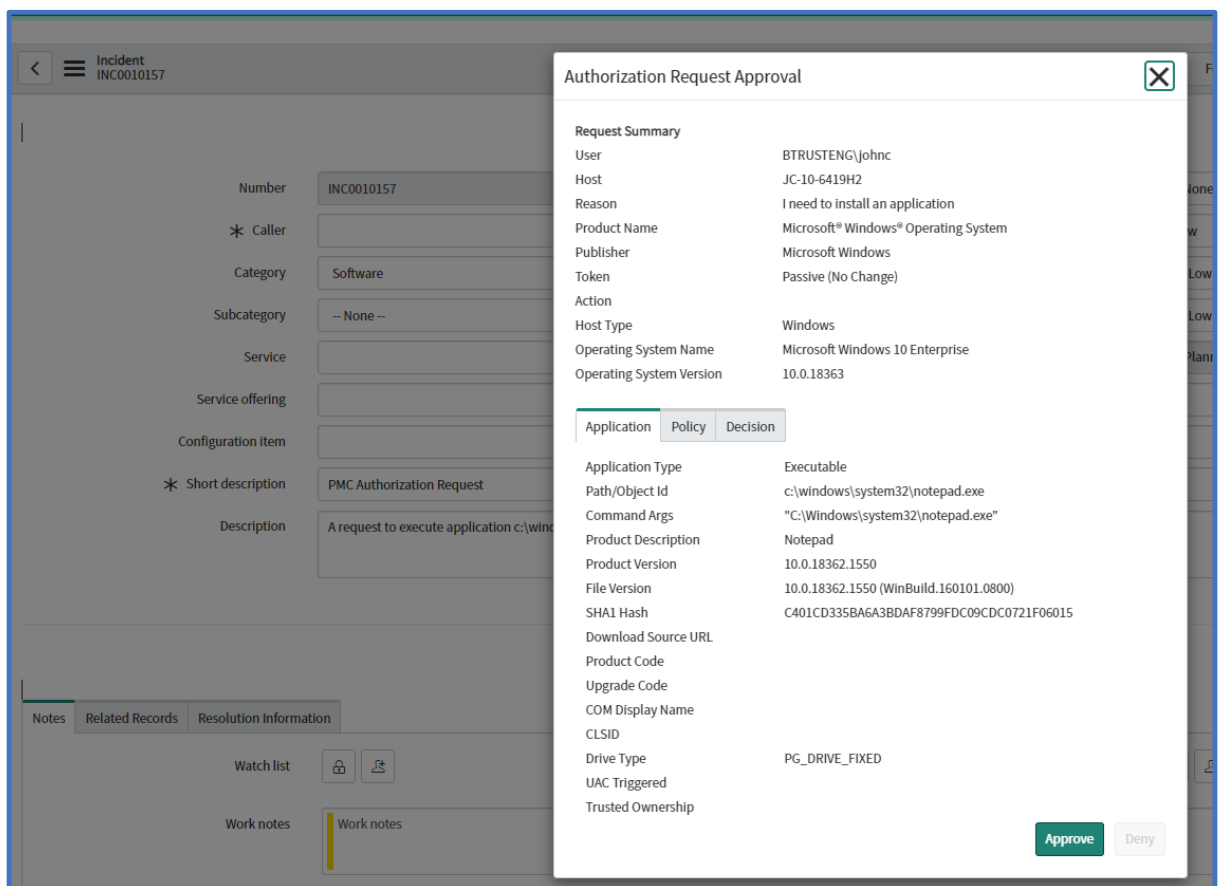
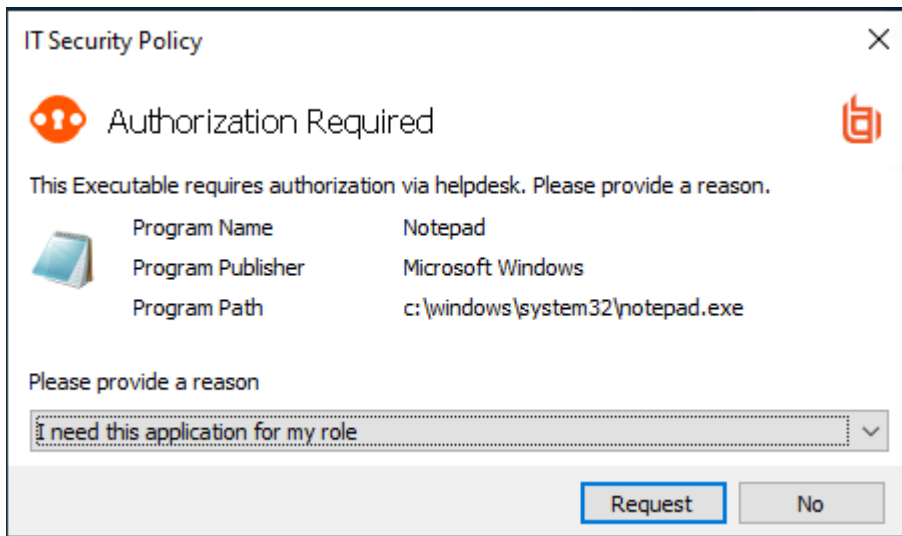
ServiceNow Integration

For Privilege Management Cloud customers who use ServiceNow to manage IT-related tickets, this new integration lets their end users make requests for approval directly into ServiceNow as a ticket. ServiceNow service desk professionals can then directly respond to end users from within the ticket as an approval or denial.

Not only does this integration allow end users to ask for elevation of applications and privileges, it also allows service desk professionals to approve privileges and give end users access they need to do their jobs.

This ServiceNow integration provides the following capabilities:

- Ability to leverage ServiceNow ticket creation with fully customizable messaging to the end user
- Allow submission of a ServiceNow Change Request or Incident, which includes information about the user, environment, application/task, and level of privilege that is required by the application/task
- Ability for ServiceNow service desk professionals to respond to tickets via the click of an "Approve" or "Deny" button
- Automatic creation of a permanent overriding rule on the originating endpoint (for the end user that made the request), which automatically overrides any existing policy rule
- Ability to revoke previously made decisions via the originating ServiceNow ticket
- Further enhancements to this integration are coming soon.

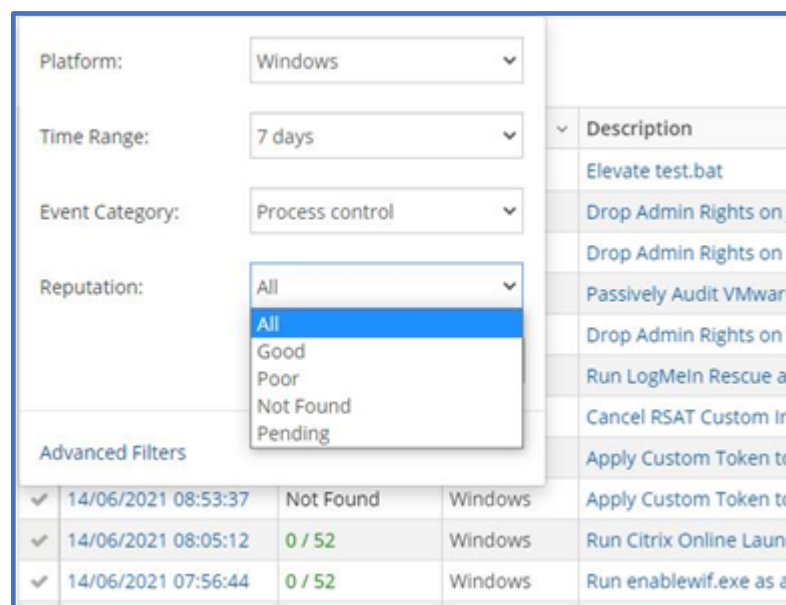
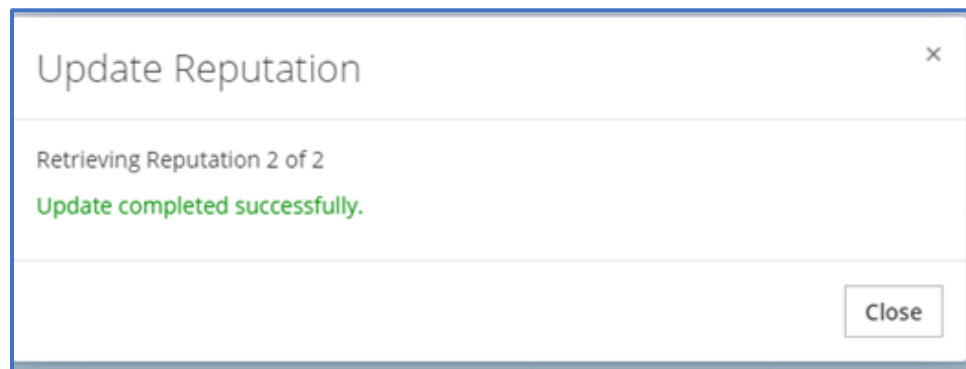


Windows Request Messaging in ServiceNow

Reputation Based Analytics Improvements

A problem exists today in which there is a lack of reputation-based information about applications available to sysadmin users of our analytics platform, which they require to make better, more secure decisions on whether an application should be allowed or blocked.

This update improves caching of results, allowing customers to use less of their quota when retrieving VirusTotal scores. Now it's possible to select multiple rows on the Events All report and view the results directly within the list view via a new "Reputation" column. This now allows for sorting/filtering by Reputation, making it easy to identify events with a poor VirusTotal score.



VirusTotal integration to gather reputation data

Further Improvements

- Improved Activity Auditing – improved detail around changes made within the management console and a new area audit use of the new ServiceNow integration detailed above
- Web Policy Editor – updates to Windows & Mac messaging functionality, configuration of “Windows general rules”, and target policy with host name via the Windows Computer filter functionality



About BeyondTrust

BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering organizations to secure and manage their entire universe of privileges. Our integrated products and platform offer the industry's most advanced PAM solution, enabling organizations to quickly shrink their attack surface across traditional, cloud, and hybrid environments.

The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance. Our products enable the right level of privileges for just the time needed, creating a frictionless experience for users that enhances productivity.

With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as businesses evolve. We are trusted by 20,000 customers, including 70 percent of the Fortune 500, and a global partner network. Learn more at www.beyondtrust.com.