## Licensing BeyondTrust Remote Support

- An appliance is always required. Usually this is a virtual appliance; however the customer has the option to choose for a physical appliance too. Appliances are, in most cases, sold perpetual but can also be offered on a subscription base.
- Remote Support is licensed by Concurrent User Remote Support 'License'. The number of licenses should be equal to the number of clients to which Remote Support needs to be delivered simultaneously. Remote Support licenses are, in most cases, sold perpetual but can also be offered on a subscription base.
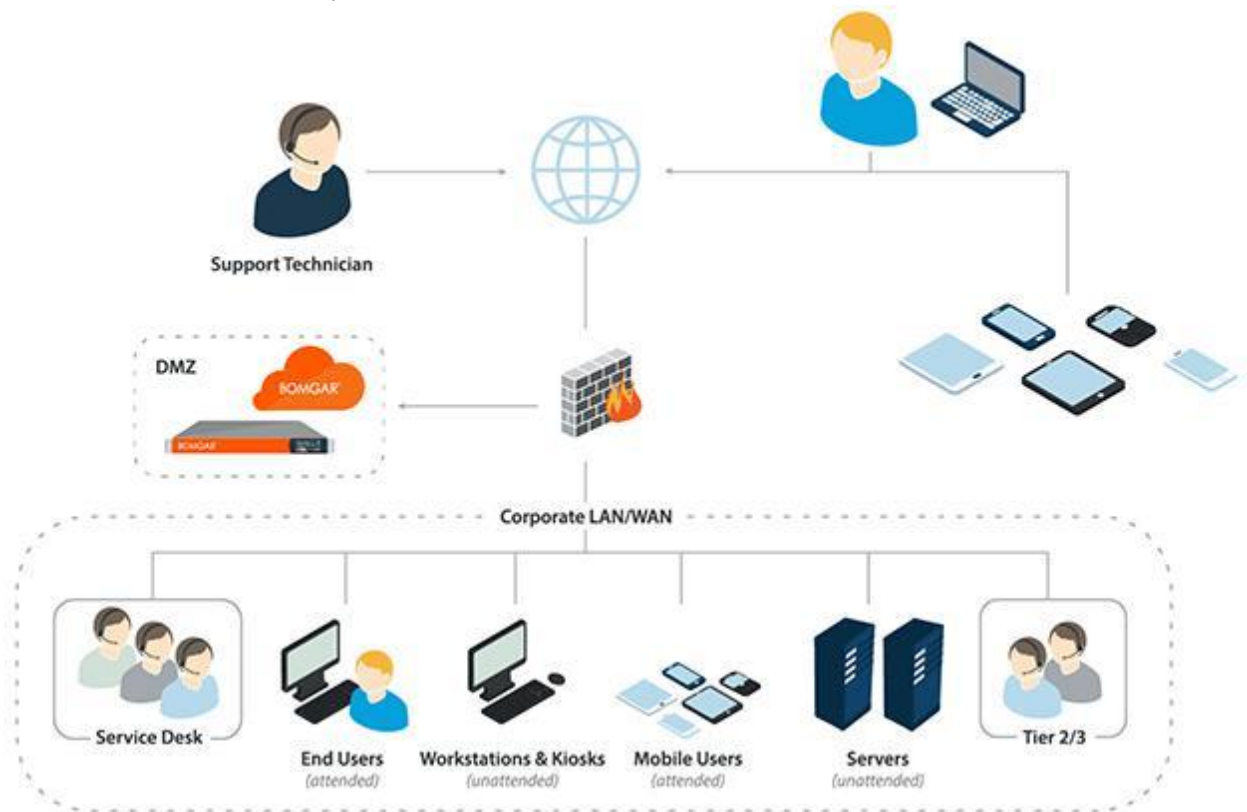
BeyondTrust software maintenance plan

- Thanks to the maintenance plan (on both appliances and endpoints) you always have access to the latest software version and email support from BeyondTrusts professional helpdesk. Detailed Support & Maintenance information can be found here.

BeyondTrust University

- All courses offered by BeyondTrust University helps you to get to largest possible advantage from your investment. Please not that all virtual courses are led by a live instructor. Apart from the Remote Support for Administrators Course the Remote Support Console for Users Course is of great value.

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