



Predict | Protect | Prevent



ARCON | Global Remote Access

Overview

Juggling between "Work from Home" and "Work from Office" since the last three to four years, many organizations have settled on "Work from Anywhere" or hybrid work environment for maximum IT efficiency and flexibility. And it is expected to be the new global norm.

But are organizations doing enough to ensure comprehensive security of data and other sorts of confidential information during remote access?

Secondly, are organizations equipped enough to ensure and be aware of who is accessing what, when and why?

Cyber risks proliferate in remote work conditions due to three major reasons:

- Weak or insufficient access control policies fail to ensure that all the accesses happening in the enterprise IT environment are authorized. Very often malicious actors misuse this vulnerability to compromise privileged accounts.
- Absence of robust end-user authentication/ validation mechanism.
- Uncontrolled and 'always-on' privileges for end-users do not meet the principle of 'need-to-know' and 'need-to-do' basis access controls which are extremely crucial for remote access security.

About ARCON | Global Remote Access (GRA) solution

While responding to a surge in demand for a secure and robust remote access solution in the post-pandemic age of work-from-anywhere and remote work culture, ARCON has developed a solution to cater to remote access security use-case challenges. ARCON | GRA allows IT administrators to establish a secure remote desktop connection and helps end-users control their own systems remotely.

Furthermore, the solution ensures operational efficiency by reducing the unproductive and longtime taken to resolve functional glitches or requirements raised by end-users while working remotely. Moreover, while permitting users with privileged rights to access critical applications by the IT security team, the time lost in raising requests through emails/ phone calls/chats during can be resolved with the automated GRA tool. This privilege elevation happens in a secure manner and enhances the enterprise identity lifecycle management.

ARCON | GRA solution provides the outside world with access to the inside infrastructure for maintenance and support in the most secure way without the hassles of implementing VPNs or any additional installations. This solution provides third-party access to the IT infrastructure of a client in a secure manner as it is built on a zero-trust framework.

This is a robust IT security solution to manage, control, and monitor remote IT users for the organization. It allows the IT administrators to take control of the end-users' machines remotely and helps them to elevate admin rights, grant permissions, and change passwords, among other critical tasks. This remote assistance mechanism removes the chances of process delays in all end-user requirements.

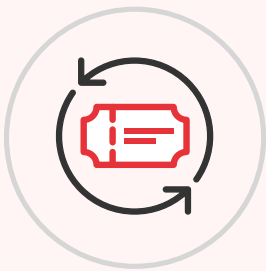
- The IT admins can simplify tracking of the end-user activities and generate a report of all the remote activities performed on each system.
- It prevents chances of data breach by revoking unnecessary 'always on' privilege immediately after the completion of tasks.
- GRA supports generation of video logs of every remote session and thereby helps in regular session analysis.
- It helps to follow the principle of least privilege and avoid excessive standing privileges.
- GRA helps IT admins to remotely enable password rotation policy for the end-users frequently. It ensures least intervention and thereby prevents unauthorized access.

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Key Features

It provides the 'outside world' with access to 'inside' IT infrastructure for administrative tasks, maintenance, and support in the most secure way. ARCON | GRA removes the hassles of implementing VPN (Virtual Private Networks) or any additional installations and provides robust features to navigate through remote access use cases securely and efficiently.

Unique Features



Ticketing Flow

Enhance the administrative effectiveness with the ticketing flow. Ensure organized tracking and resolution of end user tickets and seamlessly manage the ticketing lifecycle.

End to End Remote Privileged Session

Elevate access rights for remote privileged users based on IT needs. Administrators can remotely elevate access rights of the end-users temporarily based on requirements without sharing the credentials.



Audits and Reports

Strengthen the security posture and reduce the attack vector by generating detailed reports and video logs for every remote session regularly.

Dynamic Dashboard

Ensure administrative ease with an intuitive dashboard that provides complete visibility over remote users, remote sessions, status of sessions and tickets. It offers a holistic view of all the session logs, tickets and devices discovered for a seamless administrative experience



Privacy Mode

Ensure that during unattended sessions, users have the option to enable privacy mode if they prefer not to share the screen of the end machine with all users.

Workflow Management

Ensure that all support users within a specific category are aligned solely with tickets from that category following approval from the corresponding IT admin team.



GRA Thick Client

GRA Thick Client is a standalone application within ARCON Global Remote Access (GRA) that allows secure and seamless remote access to enterprise systems. Unlike web-based solutions, the Thick Client provides enhanced performance, offline capabilities, and advanced security features, making it ideal for IT administrators and privileged users requiring remote access to critical infrastructure.



1. Secure Remote Access
2. Comprehensive Session Management
3. Enhanced Performance
4. File Transfer & Collaboration
5. Audit & Compliance
6. Support Web streaming, RDPS, P2P

Remote Connection with Multiple Display

This GRA feature supports access to multiple displays simultaneously, allowing users to view and interact with content across multiple screens remotely.



Auto-Updation

Auto Updation enhances user experience by providing updates and enhancements seamlessly, ensuring automatic integration without the need for user re-installation.



Archive and Purging of Video Logs, Users and Devices

With this feature, the admins can archive video logs and session logs along with users and devices. It also helps in purging video logs and session logs.

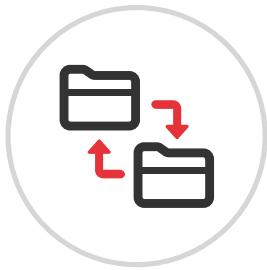


MFA (Multi-factor Authentication)

GRA provides multiple MFA options namely Google TOTP, Mobile OTP, ARCON mobile captcha, Geo Location, Security Q & A's, FIDO, Biometrics, IP Range, Token Based Authentication etc. Additionally, Adaptive MFA layer is provided for additional security protection to application.



General Features



Data Transfer

Ensures safe transfer of files and critical data (requested by users) as the admin can accept/reject the transfer process.

Single Interface

Eases the work of IT administrators with a single platform to manage, monitor and control multiple systems, networks, and users.



Active Directory Integration

Improve IT effectiveness by centralized management of users and resources.

Role Base Access Control

Manage remote users and their access to critical systems based on roles and responsibilities (through granular level controls).



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Benefits at a glance

Unified governance framework based on roles and responsibilities

Real-time monitoring of the users in different remote locations

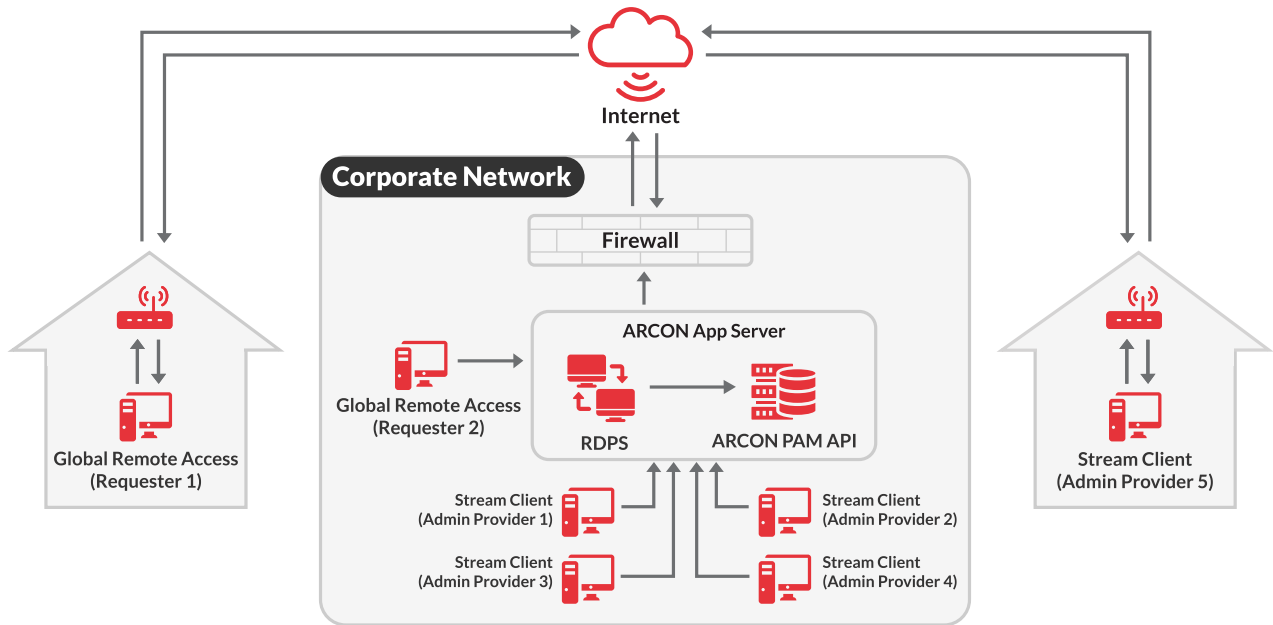
Elevation of privileged rights based on requirements

Less response time and increased productivity

High availability and efficiency of IT operations

Compliance with the global regulatory requirements

Product Architecture



About ARCON



ARCON is a leading enterprise information risk control solution provider, specializing in Privileged Access Management (PAM) and continuous risk assessment solutions. Our mission is to help enterprises identify emerging technology risks and help mitigate them by robust solutions that predict, protect and prevent.

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