

Integrated Remote Support for Hornbill Supportworks ITSM



MAXIMIZE IT SUPPORT EFFICIENCY – INTEGRATE WITH BOMGAR

Support and IT organizations using Hornbill Supportworks ITSM software can integrate Bomgar to improve service levels, centralize support processes and strengthen compliance. Hornbill's Supportworks integration with Bomgar increases the effectiveness of your technicians with robust remote support, secure chat and incident based mobile device support.

REMOTE SUPPORT SPEEDS RESOLUTION AND CUTS COSTS

Hornbill's Supportworks integration with Bomgar allows a support representative to launch a secure remote support session directly from the incident record to immediately begin remotely diagnosing and resolving a problem—increasing first call resolution rates, shortening call times and eliminating site visits. Bomgar's solution is multi-platform, allowing support technicians to remotely support desktops, laptops, servers and mobile devices across operating systems.

HORNBILL SUPPORTWORKS ITSM CAPABILITIES WITH BOMGAR:

- Technician-initiated remote support session launched directly from the Hornbill Supportworks ITSM incident record
- Single-click, end-user initiated chat/remote support session from the customer portal within Supportworks ITSM
- Incoming Bomgar support requests are automatically routed to the least busy technician (Enterprise license only)
- Automatic updates of Supportworks incidents with details from each Bomgar remote support session
- Technicians can Jump directly to a remote system (configuration item)
- Advanced logging and recording capabilities for a complete record of the support transaction

The screenshot displays the 'Incident Details For F0000465 - Supportworks Client' window. The interface is divided into several sections:

- Customer Details:** Includes fields for Organisation (Ares Computer Services), Customer ID (AnnaB), Customer Name (Anna Bishop), Main Site (London), Charge Centre (Finance Department), Department (Finance Team), Tel. No. (+44 208 567 8918), and E-Mail (anna.bishop@arescs.com).
- Customer Profile:** Shows Job Role (Finance Admin), Start Date (18/10/2007), Active Requests (77), Closed Requests (0), and Assessment (Non-technical).
- Settings:** Features a 'Remote Support' button and various dropdown menus for Options, Service Level, Ownership, Operational Tasks, Impact, Urgency, Priority, Charge Centre, Site Name, Department, and Status.
- Services:** A table listing various services with their operational status.
- Items:** A table listing configuration items with their descriptions.
- Description:** A section for the incident description, currently showing a summary: 'Desktop Package on my PC doesnt like the standard build.'

A red callout box with white text says: "Start a new Bomgar support session from the incident", pointing to the 'Remote Support' button in the Settings section.

Service Desk Efficiency: Rep can start and view Bomgar support sessions associated with an incident.

PROMOTE SELF-SERVICE WITH SECURE CHAT & REMOTE SUPPORT

With Bomgar, support representatives can communicate securely with customers and other team members. Bomgar records chat transcripts and full session details, ensuring the audit trail is complete. Transcripts of the sessions are automatically saved in service desk tickets where they can be easily reviewed by technicians and managers.

- **Chat** with customers and other support technicians or teams
- **Create** and send pre-scripted canned messages
- **Send** useful URL links to the remote customer
- **Elevate** from chat to full remote support with just one click

IMPROVE SERVICE LEVELS & CUSTOMER SATISFACTION

Monitor customer satisfaction and support performance with Bomgar's customizable surveys. Administrators can survey both the customer and the support technician at the end of each remote support session.

- **Increase** survey response rate with immediate survey delivery after each session
- **Customize** the survey format
- **Create** separate surveys for customers and technicians
- **Create** unique surveys for each of your customer groups

SUPPORT VIRTUALLY ANY PLATFORM, ANY DEVICE, ANYWHERE

Bomgar offers the broadest multi-platform remote support capabilities so that technicians can provide comprehensive support no matter what devices end-users are using or where they're located. Bomgar also allows reps to work *from* their preferred device, whether it's a laptop, smartphone or tablet.

- **Support** end-users running Windows, Mac, Linux, BlackBerry, Apple iOS, Android, and Windows Mobile (capabilities vary by platform)
- **Provide** support from Windows, Mac and Linux computers, as well as Apple iOS and Android smartphones and tablets

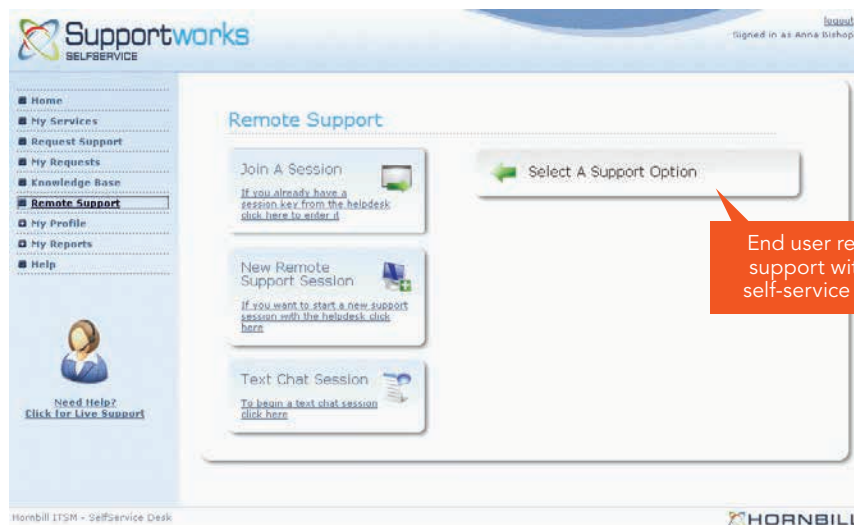
ASSURE DATA SECURITY & COMPLIANCE

Bomgar's appliance-based architecture keeps sensitive remote support logs and screen sharing recordings in-house, rather than routing them through a third party. Maintain an automated, detailed audit trail with Bomgar's security-tested appliance.

- **Secure** remote access to internal systems
- **Automated** record of every remote support session

INCREASE EFFECTIVENESS, EFFICIENCY & RETENTION OF TALENT

Bomgar lets technicians work directly with the systems they're supporting - from anywhere. Eliminate travel costs, lower your cost per call, and allow staff to serve customers regardless of location.



Self-Service: End-users can also start a Bomgar session from a self-service portal.



Multi-Session Control

- Tabbed interface for easy multi-tasking
- Troubleshoot multiple systems at once
- Reboot and reconnect (even in Safe Mode)



Presentation Mode

- Show rep's screen to 15 people
- Train remote customers / employees
- Record videos of training sessions



Scripts

- Create and organize pre-built scripts
- Automate routine troubleshooting
- Share scripts across teams



Escalate / Collaborate

- Share / transfer sessions with other reps or outside vendors
- "Rep invite" for escorted guest tech access
- Chat with team members



File Transfer

- Drag-and-drop files
- Enable / Disable file transfer for individual reps or teams



Jump Technology

- Access unattended servers or desktops
- Instant multi-platform remote access (via pre-installed Jump Client)
- Clientless remote access for Windows systems (via Jumpoint)

View a full list of features at www.bomgar.com

"Adding Bomgar's enterprise-class remote support capabilities to Hornbill Supportworks accelerates our customers' ability to improve service desk performance and efficiency"

FRANK MCILROY - CEO, HORNBILL SERVICE MANAGEMENT

BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient remote support solution available. Our Professional Services help drive efficiency, productivity, security and higher return on investment in the Bomgar solution. Visit www.bomgar.com/services

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company's appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 6,500 companies across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.

GET STARTED

Gain efficiency, productivity and a faster return on investment from your support desk ticketing system with Bomgar's Hornbill integration.

TO GET STARTED: Please contact your Sales Account Manager today at 866.205.3650

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