

## Installation and Configuration Services

# On-site Installation and Configuration



## MAXIMIZE SUCCESS WITH BOMGAR

Bomgar Professional Services help drive efficiency, productivity, security and faster return on investment in the Bomgar solution. As part of the On-site Installation and Configuration Service, a Bomgar certified installation consultant will manage each phase of the installation—from on-site initial assessment, to security, configuration and an audit to accelerate the time to value of your remote support solution.

Bomgar is committed to providing you with a secure implementation and our consultants will work directly within your IT environment and under your existing security guidelines. On-site Installation and Configuration Service will facilitate time-saving configurations affecting team structure, the public-facing portal and security. It also includes a live demonstration of the unique configuration of your Bomgar solution.

When it comes to remote IT support, Bomgar is an industry leader with the solutions and expertise you need to make enterprise remote IT support a differentiator for your organization. Our focus on innovation and service excellence will help you take your support operation to the next level.

## ON-SITE INSTALLATION AND CONFIGURATION SERVICE INCLUDES:

- **Support Network Assessment**

A Bomgar-certified installation consultant will gather information about your network, infrastructure and business requirements. This insight will be used to optimize the Bomgar solution for maximum effectiveness within your IT and business environment.

- **Installation, Configuration and Security Controls**

Using insight from the assessment, your installation consultant will install Bomgar and configure it for your network. Then we will customize your Bomgar software and install your SSL certificate in order to provide your support site with encrypted security.

- **Failover Setup and Automatic Back-up**

If you own two Bomgar appliances, your consultant will configure failover so that support operations can continue even in the event your primary Bomgar appliance becomes unavailable. Your consultant will also automate and configure backups so that they are securely indexed and archived in a database residing within your infrastructure.

- **Configuration with existing Security Authentication**

Your installation consultant will configure Bomgar to work with existing authentication tools, including LDAP Directory, Kerberos and Radius. This enables users to authenticate with their existing credentials.

- **Support Team Configuration**

Your consultant will work with you to configure up to three support teams on your Bomgar solution.

- **Public Support Portal Branding**

The default Bomgar support portal can be configured to match your logos, colors and more. The installation consultant will work with you to brand your portal and configure how customers start a session.

- **Performance Data Collection**

The Bomgar solution can help shape the customer experience by gathering representative performance data from customers. Your consultant will configure the solution to meet your specific needs in these areas.

- **E-mail Notification**

Your consultant will configure Bomgar so that any alerts or notifications are e-mailed only to designated Bomgar administrators.

- **Customized Operations Manual**

You will receive a customized operations manual with specific details regarding your Bomgar solution, network and configurations.

- **Live Demonstration**

Once all installation and configuration tasks have been completed, your Bomgar installation consultant will use your live Bomgar solution to perform a demonstration for your staff.

## GET STARTED

**Gain efficiency, productivity, security and a faster ROI with Bomgar Installation and Configuration services. To learn more about which service is right for you and other Bomgar Professional Services, please contact your Bomgar Sales Account Manager at 866.205.3650.**

**TO LEARN MORE: Please contact your Sales Account Manager today at 866.205.3650**

## BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient collaborative remote support solution available. Our Professional Services help customers gain the most value from their Bomgar deployment.

## ABOUT BOMGAR

Bomgar offers the only enterprise-class remote IT support platform available today. With software, hardware and professional services, our platform is the only solution you will ever need for remote support. Bomgar's end-to-end capabilities enable you to consolidate, streamline and secure your support operations, while boosting customer satisfaction and reducing costs. We lead the market in innovation—from expanding support to new mobile platforms, to delivering advanced performance analytics—Bomgar will keep your support capabilities secure and in step with changing technology and evolving market requirements.