



Satisfying Compliance Regulations

In the effort to ensure the security of remote access and control, many support organizations must satisfy the requirements set by federal compliance standards such as HIPAA, Sarbanes-Oxley, Gramm-Leach-Bliley, and others.

These regulations set parameters around how organizations authenticate users, grant remote access and ensure security during remote desktop support sessions; however, ensuring compliance often consists as much in accounting for support activities as in securing them.

Bomgar takes a number of steps to ensure a comprehensive audit trail:

- Detailed reporting
- Annotated videos
- On-site deployment

Report on Every Detail of Every Support Session

Bomgar's robust logging and recording capabilities capture exhaustive detail about support sessions and give administrators critical visibility into support activity. This level of visibility helps protect your business and your customers' data.

Administrators can easily generate activity reports on support and training sessions for specific time periods. View reports online or download them into a CSV file, which is easily transferable to Excel.

Support Session Reports

Session reports detail a record of:

- files transferred
- permissions granted
- full chat transcript
- the public site through which the session was run
- session duration
- local computer name and IP address
- remote computer name and IP address
- remote system information
- session notes (Technicians can enter these before or after support sessions)

The screenshot displays two sections of the Bomgar Reports interface. The top section, titled "Reports :: Support Sessions", includes a header bar and a main content area. The main content area contains a message: "All sessions are logged so that reports can be generated. Logs are saved for 90 days." Below this message are several filters: "Start Date" set to "Jan 17, 2009", "Duration" set to "to present", "End Date" set to "Feb 16, 2009", and "Limit to" set to "Embassy: Leaderboard". At the bottom of this section are two orange buttons: "Show Report" and "Download Report". The bottom section, titled "Reports :: Support Summary", also has a header bar and a main content area. It contains the same message: "All sessions are logged so that reports can be generated. Logs are saved for 90 days." Below this message are filters: "Start Date" set to "Jan 17, 2009", "Duration" set to "to present", "End Date" set to "Feb 16, 2009", and "Display" set to "By Team/Embassy". At the bottom of this section are two orange buttons: "Show Report" and "Download Report".

Fig. 1: Administrators can pull details on every support session.



Support Summary Reports

Summary reports provide an overview of activity over time, categorized by representative, team, or public site. Statistics include the:

- number of total sessions run
- number of average sessions per weekday
- average duration of sessions

Team Activity Reports

Team Activity reports contain information regarding activity within a team such as:

- who logged in or out of the representative console
- chat messages between representatives
- sessions transferred
- files shared with other representatives

Exit Survey Reports

Administrators can reports on answers to the customer and representative exit surveys. These are delimited by public site. A column will be added for each question included on the surveys.



Fig. 2: Pull reports on team activity.

Record Annotated Videos of Support Sessions

Bomgar retains flash video recordings of support sessions, annotated with details from the support session. All recordings are stored on the Bomgar appliance in a raw format and are converted to FLV (Flash) when viewed or downloaded. In addition, you can export or store support session videos in external databases.

You can provide a copy of the video recording to customers or add them as supplemental content to knowledgebase articles. The videos may also serve to augment the support organization's audit evidence

Session Recording

- **Support Sessions Videos:** Record and view individual support sessions, including annotation of who was in control of the mouse and keyboard at any given point during the session.
- **Command Shell Videos:** Record and view all command shells run during support sessions.
- **Training Videos:** Record and view videos of training sessions and presentations.

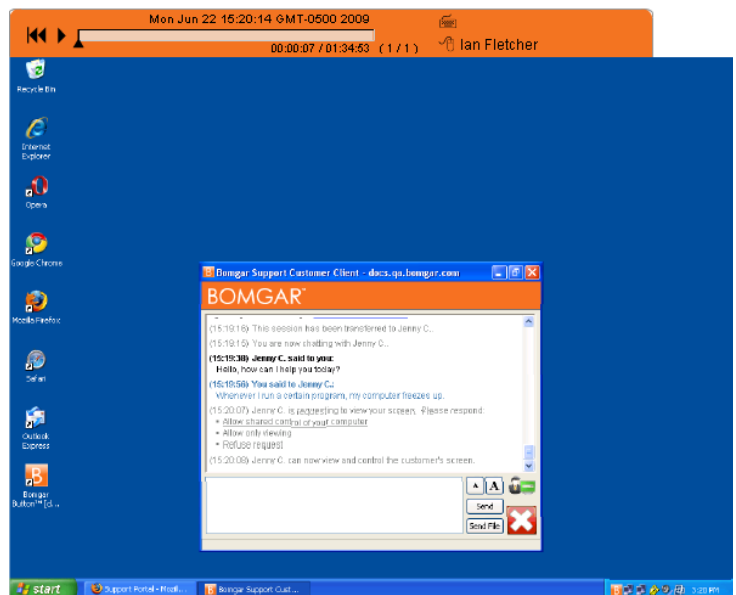


Fig. 3: View recordings of any session.



On-site Deployment Secures Your Audit Trail

Finally, Bomgar's appliance-based deployment allows support organizations to have full control over sensitive data. Unlike point-to-point solutions, an appliance-based approach centralizes support contact and, therefore, where support information is stored. Unlike hosted solutions, Bomgar prevents the routing of sensitive data through an external third party.

Syslog Reports

Because it stores session data internally, Bomgar makes it easier to validate the data integrity of your audit trail. One method of validating reporting integrity is through Syslog Reports. The Bomgar appliance can track all administrative configuration changes via Syslog. You can export these logs from the Bomgar appliance and archive them in external databases.

Syslog

Enter the hostname or IP address of a syslog host server that will receive system messages from this appliance using the **local0** syslog facility. You may enter up to 10 servers separating the values with a space character.

Remote Syslog Server

Fig. 4: Track all administrative configuration changes via Syslog.