

BOMGAR™



USING BOMGAR TO SUPPORT YOUR IT INFRASTRUCTURE

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Challenges of Remote IT Support

As with end-users and customers, your IT infrastructure requires constant support. However, unlike your user base, your back-office IT systems, applications, and equipment don't just work from 9 to 5. Whether you are supporting Linux web servers, Windows application servers, Unix mainframes, or Cisco networking hardware, you know that uptime is measured in months, but downtime is measured in dollars.

This extended enterprise IT infrastructure spreads across multiple locations, network topologies, standards, and even business units. Growth by acquisition may mean that the network you've worked so hard to build and optimize is connected overnight to another company's scattershot infrastructure. Being able to support your IT infrastructure remotely is crucial, but many challenges stand in the way:

Network Topology

In most large corporations "the network" is not one thing but many. You may have systems spread out across hundreds of regional offices as well as remote datacenters. Partners, business units, and even individual departments are likely to be un-routable or separated by firewalls.

Pinging across the network may not get you very far. This is a problem for remote control tools that only work point-to-point. Gaining remote access to a system in a different part of the company might require router configuration or port forwarding.

Unattended Systems

Many remote support tools designed to work over the web require the user to initiate the remote session. This may work in some situations when an admin on-location can get physical access to the system in order to give you remote access.

However, because the majority of your IT infrastructure is not easily accessed physically, this approach does not work. Remote support needs to bridge your network topology, but it cannot require another person's help to establish a connection.

Diverse Computer & Network Systems

Your business' diverse needs require diverse systems. Sometimes these systems span multiple versions of the same operating systems or require multiple operating systems and configurations.

Application servers, web servers, mainframes, and domain controllers are just a few of the many operating environments you may be required to support. Many of your systems, such as switches and routers, may not even support GUI-level remote access, requiring remote access via the command line. Few remote control tools are able to function seamlessly in such diverse operating environments.

Access Control

As important as remote access is to supporting your IT infrastructure, security is even more important. The 2008 and 2009 Verizon Data Breach¹ reports found that over 40% of data breaches could be traced back to improper use of remote access and remote control utilities.

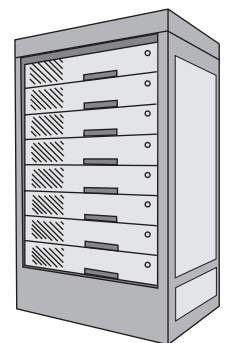
In an extended IT environment, controlling remote access across thousands of systems can be quite a challenge. Even more challenging is being able to audit remote access once it has taken place to ensure that the support activity complied with industry regulations.

Licensing

Many remote access tools are licensed per system or per tech support rep. With hundreds of IT professionals and thousands of systems, remote access can become expensive quickly. This is especially true in dynamic environments where new systems are constantly being provisioned and old systems are constantly being taken offline.

Conclusion

Remote support of your IT infrastructure requires functionality and capabilities lacking in many legacy remote control and remote access tools. Sticking with the old methods of access can break down quickly when faced with the new challenges of the extended enterprise and regulatory compliance.



Supporting Your IT Infrastructure with Bomgar

Bomgar offers a solution for supporting your IT infrastructure remotely that combines the on-premise, unattended access model of legacy remote control tools with the web-enabled architecture of end-user remote support solutions. Bomgar's secure appliance is installed in your DMZ and integrated into your environment, enabling you to control access through your user directory and audit every remote access session.



Web-Enabled

Bomgar works seamlessly through firewalls by routing traffic outbound to a central appliance. This means that you can support any system anywhere in your organization. Bomgar even enables administrator-only access to non-internet-facing systems via the web with its patented Jump Technology™.



Unattended Support

Bomgar enables remote access through the web without requiring a person's help to give you control. Installing a Bomgar Jump client enables your administrators to gain access to any system, day or night. This client can be installed ad-hoc or with an MSI.



Cross-Platform with Command Shell

Bomgar supports Windows 95 through Windows 7, multiple Linux distributions and even Mac OS X. BlackBerry and Windows Mobile handhelds are also supported for when issues with your infrastructure become issues with your user base. Bomgar also enables direct command line access to network devices, mainframes, and other systems with a feature called Shell Jump



Centralized Security

Fortune 500 organizations like Humana in healthcare and Fiserv in financial services use Bomgar to support their IT infrastructure. Bomgar enables granular control over technician permissions through individual or group policies integrated with your own internal directory using LDAP, RADIUS, Kerberos, or other security providers. Beyond controlling access, Bomgar gives you the capability to record every session in video format so that you can audit every click and keystroke of every session, ensuring the integrity of system data. Bomgar's Embassy™ feature even enables you to create separate groups for vendor access, ensuring that both internal and external system access is centrally controlled and auditable.



Concurrent Licensing

Bomgar's concurrent licensing model means that you only pay for the licenses that you will use at the same time. Licensing per concurrent technician is much more cost effective than licensing per remote system. Even with thousands of systems and hundreds of reps, you only pay for logged-in technicians.

A Consolidated Solution

With a broad range of remote support solutions, the same solution you use for supporting your IT Infrastructure can be used in other parts of your organization as well. Bomgar offers remote support solutions for:

- Customer Support
- Support for Kiosks and Point of Sale Systems
- Mac, Linux and Smartphone Support
- Support from the Service Desk
- Online Training and Demos
- Vendor Access Management

1. 2008 and 2009 Data Breach Investigations Reports, Verizon Business RISK Team