

BOMGAR[™]
ENTERPRISE REMOTE SUPPORT

Bomgar: Unified Remote Support

A Single-Solution Approach to Consolidating Remote Support

Bomgar: Unified Remote Support

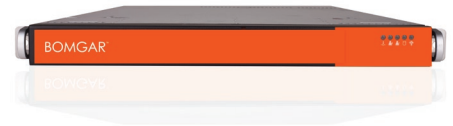
Bomgar enables you to formulate a strategy for the use of remote control across your organization by unifying support. Support organizations worldwide have streamlined support and eliminated overlapping maintenance by replacing a patchwork of multiple tools with one solution. Bomgar lets you take advantage of your existing infrastructure, use remote support in multiple areas, and lower your support costs without compromising security.

"Create a strategic vision for the use of remote control in your company. Account for all types of remote control, with a determination on when each type should be used."

PC Remote Control Security: Risks & Recommendations, Gartner, April 2009

"Gartner has seen the appliance model gain traction, especially among large organizations and clients in regulated industries."

PC Remote Control Security: Risks & Recommendations, Gartner, April 2009



How Bomgar Unifies Remote Support

Secure Core

Bomgar allows you to use remote support in multiple areas of your organization in a way that is secure, integrated and manageable.

Bomgar integrates safely with identity management and gives administrators complete visibility into support activity.

With Bomgar, support reps have powerful tools at their fingertips, even the ability to automate redundant support tasks.



Security

- LDAP & active directory
- Automated audit trail & reports
- 3rd party tested



Manageability

- Support teams & queues
- Define escalation paths
- Report on all support activity



Integrations

- Deploy in 11 languages
- Extensive branding
- ID management integration
- Service desk integration
- Open API/SDK



Toolset

- View system information
- Command shell access
- Secure file transfer
- Reboot and auto-reconnect
- Scripts for task automation
- Multi-system control



Bomgar has been "designed and implemented with security best practices in mind."

Multi-Platform

Your support organization supports more than just Windows, but most remote control tools do not.

Bomgar gives you secure remote access to all the platforms you support, whether they're inside or outside the network.

And Bomgar enables remote access to both attended and unattended computers and servers, making it a solution for multiple modes of support.



Windows 95 – Windows 7*



Mac 10.4 and up



Five common Linux distros:
Fedora, Ubuntu, CentOS,
RedHat* and SUSE Linux
Enterprise Desktop 10.

Smartphones and Handheld Devices



Support for Network Devices,
Routers and Switches via
Command Shell Access

Attended and Unattended Access



*Windows 7 support available Q4 of 2009

*RedHat Enterprise 4 and 5 available Q4 of 2009

Web-Enabled

With Bomgar, your support organization can finally eliminate phone support and drive all requests through the web. Create queues to route end-users to the right support group the first time, offer chat support from your website before a session begins or deploy custom portals for each group or product supported.

Firewall Compatible



Works thru access barriers
No port-forwarding

Portals



Custom sites for customers
Create surveys for each site

Chat



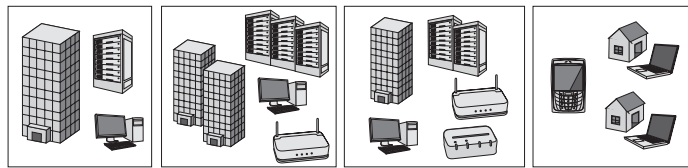
Chat prior to download
Escalate from chat to control

Multi-Use

Members of various groups across your organization can use Bomgar. This lets you achieve better utilization, improve productivity, and enable collaboration across your organization. Your service desk, IT team, customer support and vendors can all use Bomgar.

Customer Support

Bomgar's ability to control multiple platforms over the web without a pre-installed client means you can support a wide array of customers.



Branch Offices

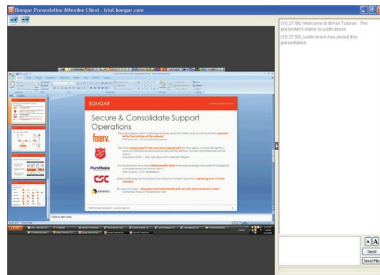
Headquarters

Client Sites

Mobile Users

Online Training

Bomgar also includes a virtual pointer, two-way screen sharing and presentation, making it easy for technicians to train end-users or schedule demonstrations.



Service Desk

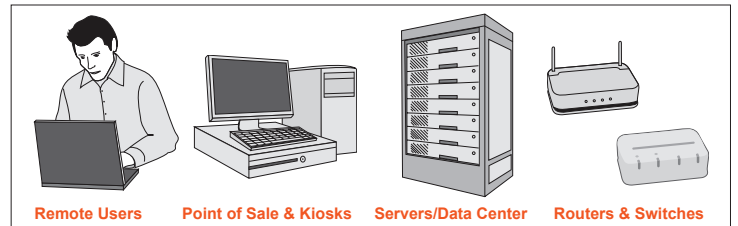
Bomgar integrates with leading service desk management systems from BMC and HP, allowing you to create a seamless support process. Technicians can launch remote support from an open ticket. Bomgar records all session data, including chat transcripts, and associates it with the ticket.

**HP Software
Gold Business Partner**



IT Infrastructure, POS and Kiosk

Bomgar's patent-pending Jump Technology lets you support unattended servers and desktops. Bomgar also enables support of network devices using SSH or Telnet. This means technicians can troubleshoot environmental issues affecting remote computers.



Remote Users

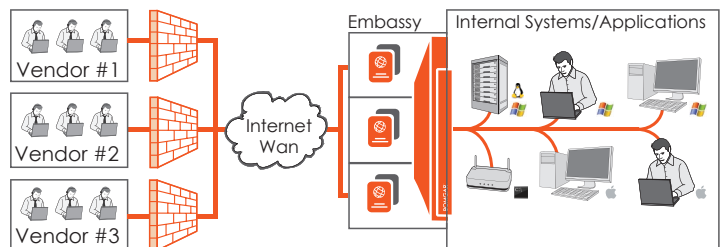
Point of Sale & Kiosks

Servers/Data Center

Routers & Switches

Vendor Access and Support

With the patent-pending Embassy feature, Bomgar includes robust functionality for vendor access that makes receiving support as easy as giving it. Technicians can also request help from any expert anywhere with the Rep Invite feature.



Contact Bomgar

Interested in unifying support? Contact Bomgar today!

Phone 866.652.3177

Email sales@bomgar.com

Comparison

Feature	BOMGAR	Point-to-Point Remote Access	Remote Control in Systems Management	Hosted [SaaS] Remote Control
Secure Core				
Security				
Policies	✓		✓	✓
Session recording	✓		limited	✓
3rd party validation	✓			limited
Manageability				
Teams	✓		limited	✓
Reports	✓	limited	✓	✓
Escalation	✓		limited	✓
Distribution	✓			limited
Surveys	✓			✓
1-click connection	✓			limited
Portals	✓		limited	
Integrations				
Service desk	✓			limited
API/SDK	✓		limited	✓
Localization	✓		limited	limited
Branding	✓		limited	limited
ID management	✓		limited	not secure
Toolset				
System info	✓		limited	✓
Command shell	✓			
File transfer	✓	limited	limited	✓
Reboot	✓	✓	limited	✓
Scripts	✓		✓	
Multi-system	✓	limited	limited	limited
Multi-platform				
Windows	✓	✓	✓	✓
Mac	✓	limited	limited	limited
Linux	✓	limited	limited	limited
Smartphones	✓		limited	no, or pay extra
Network devices	✓			
Attended	✓	limited		✓
Unattended	✓	✓	✓	
Web-enabled				
Firewall compatible	✓		limited	✓
Portals	✓		limited	✓
Chat	✓		limited	✓
Multi-use				
Customer support	✓		limited	✓
Service desk	✓		internal	limited
IT infrastructure	✓	✓	✓	limited
Training	✓			
Application support	✓		limited	