

Enterprise Incident Resolution

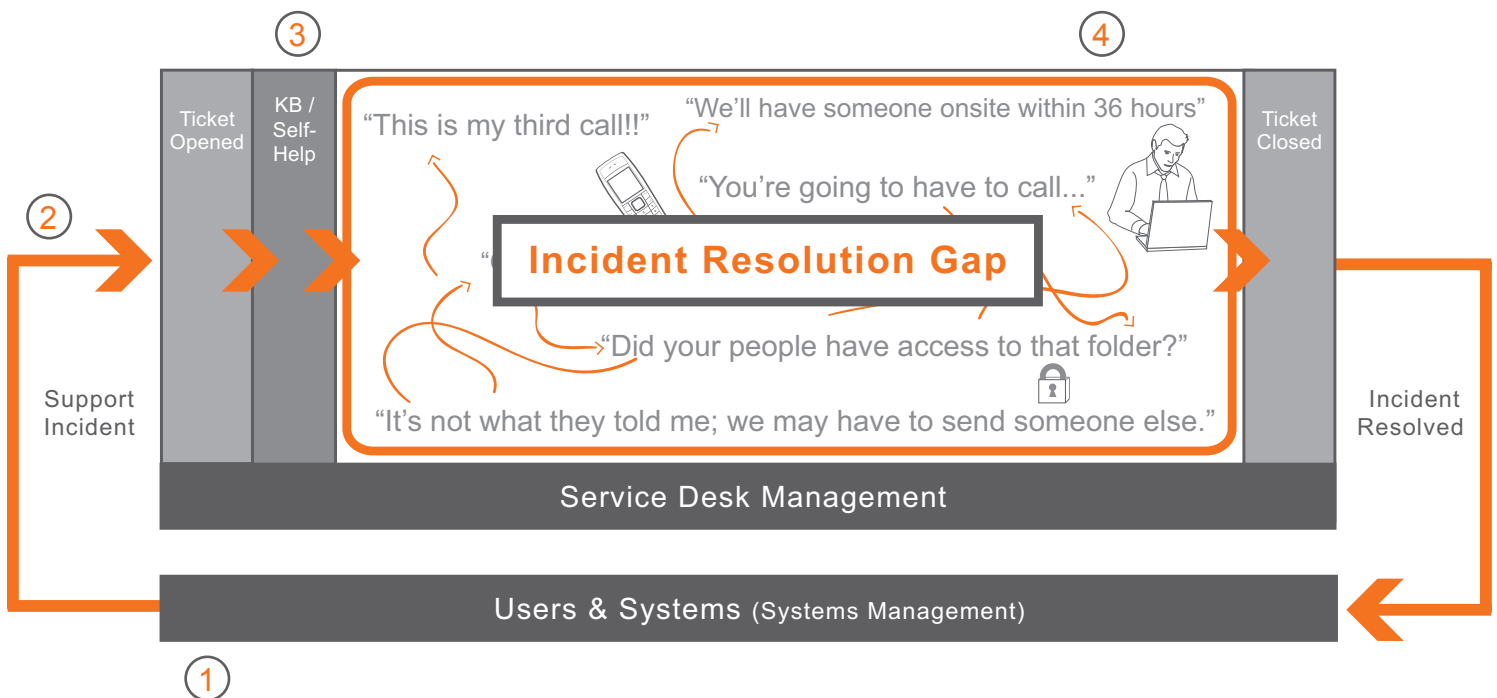
Current support desk products enable help desks to track and monitor trouble tickets, but they rarely empower help desk personnel to resolve support incidents. There is no unified solution to help the support representative and the support manager resolve incidents faster.

Because most help desk software only tracks incidents, the help desk must seek other means of resolution, often troubleshooting over the phone or sending someone on-site. The few incident resolution tools that are used, such as remote control technology or troubleshooting utilities, are often completely unmanaged and un-auditable, limiting effectiveness and exposing the corporation to excess liability and risk.

The Incident Resolution Gap

Most of the helpdesk solutions available handle limited components of the support process, but do not address incident **resolution**:

1. Systems Management keeps tabs on all the systems, but it provides no means of resolving issues that arise.
2. Service Desk Management merely tracks support incidents, doing nothing to speed up resolution.
3. Self-Help and Knowledgebase solutions only work for certain types of incidents and demand much of the end-user.



4. Customer frustration and wasted time and money result when the help desk is not empowered for incident resolution.

- Hours wasted on the phone
- Customers frustrated even when SLAs are met
- Needless on-site dispatches
- Specialized personnel needed in two places at once
- Low first-contact resolution
- Managers in the dark about support activity and customer access

Bomgar™ Spans the Incident Resolution Gap

Bomgar™ is the Enterprise Incident Resolution Platform that answers the Incident Resolution Gap. It empowers your IT help desk to resolve problem tickets immediately and completely. With Bomgar™, your support staff can access all of the systems under your jurisdiction through one simple interface.

Access

Bomgar™ gives you remote access to virtually any computer (Windows/Macintosh/Linux), server or device. Bomgar's remote access works through any firewall and without any pre-installed client. It also enables you to access attended or unattended remote systems.

Diagnosis

By enabling direct control of the problem system's mouse and keyboard and providing a suite of system diagnostic tools, Bomgar™ ensures that nothing is lost in translation.

Troubleshoot

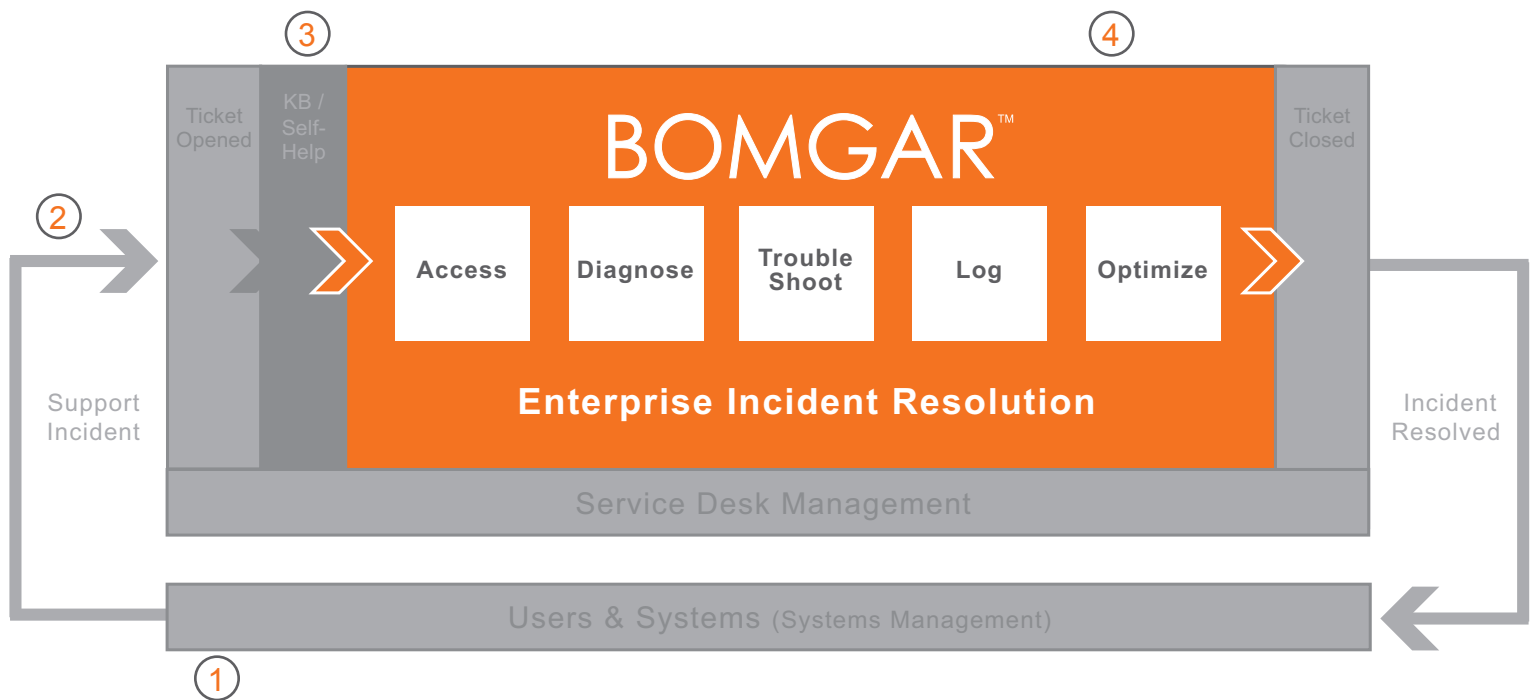
Bomgar™ equips the technician with tools and utilities to troubleshoot the incident or escalate it to another representative.

Log, Record and Report

Every Bomgar™ support incident is logged automatically, down to the mouse click, keystroke, and chat entry, giving administrators a conclusive record of all support activity for regulatory audits or quality control. Reports may be pulled via xml. Bomgar™ even stores video recordings of remote support sessions.

Optimize

Bomgar's detailed session information logs, combined with representative and customer exit surveys, enable the manager to monitor the incident resolution cycle and optimize the support process.



• Increased Responsiveness

- Instant response to customer incidents
- Virtualization of specialized personnel
- “Boundary-less” access to virtually any system

• Increased Margins

- Rapid, optimized incident resolution
- Decreased on-site dispatches
- Predictable, fixed-cost licensing

• Increased Security and Control

- Audit trail of every incident resolution
- Appliance model: on-premise, security-audited