

## Securing Support for Financial Services

### The Challenge

Support organizations in the financial services industry encounter a number of barriers to providing support securely. Not only has the support environment become highly distributed, with increased branch offices and regional locations, but the number of remote or mobile workers has also risen. In this highly distributed environment, connecting the right support specialist with each support incident can be daunting.

Although many institutions are using remote access tools to overcome this challenge, they often find that the tools have one or all of the following limitations. Current remote access tools:

- Provide little or no audit trail
- Only have support for one operating system
- Do not work through firewalls
- Route & store sensitive data with a third party

In fact, most of the current support options available -- phone support, on-site support, remote access tools -- have no built-in logging mechanism. This makes it impossible to verify the total number of support sessions, much less audit support activity.

How can your support organization:

- Meet GLBA, SOX & other compliance requirements?
- Support regional and branch locations cost-effectively?
- Prevent internal and external information security breaches?
- Deploy specialists where they are needed quickly?
- Find a single support solution that works with all systems?

### The Solution

Bomgar answers these challenges by making your support staff virtual, thereby enabling support to connect with end users and systems through firewalls regardless of physical location or platform. Bomgar lets you deploy your support team according to business rules rather than physical or technical constraints.

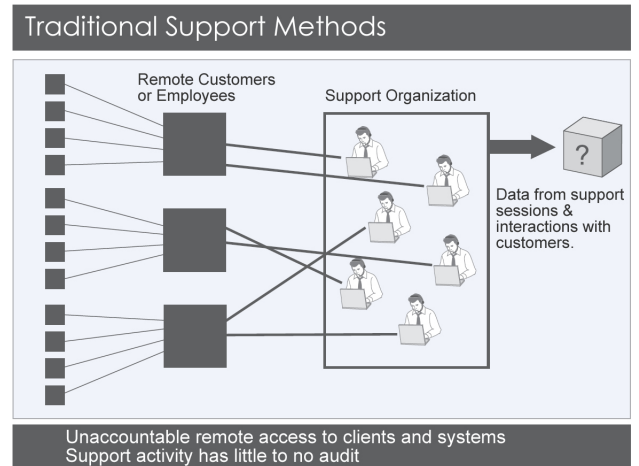
Bomgar also acts as a secure, centralized environment for customer support. Support staff can respond virtually to every incident because Bomgar enables complete control of remote systems. And every mouse click is automatically logged and recorded, so you can keep a detailed audit trail even when supporting a disparate user base.

Bomgar overcomes support challenges by allowing organizations to:

- Automate a detailed audit trail
- Distribute specialists fluidly, regardless of location
- Support regional offices and branches without traveling on-site
- Achieve a stronger compliance posture with all data in house
- Replace multiple remote access tools with a single solution

“As the workplace becomes more distributed, IT departments are tasked with maintaining the same strict level of security and compliance”

**Sarbanes-Oxley**  
COMPLIANCE JOURNAL



“With Bomgar, we performed over 10,000 virtual support sessions and over 400 vTrips [virtual service trips] last month alone, saving both time and money for our company and our clients, and reinforcing our reputation as the nation’s banking technology leader.”

**INFORMATION TECHNOLOGY**  
Another Fiserv Connection

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



### Results

As soon as you plug it in, Bomgar provides the ability to perform two critical tasks:

#### 1. Connect Virtually

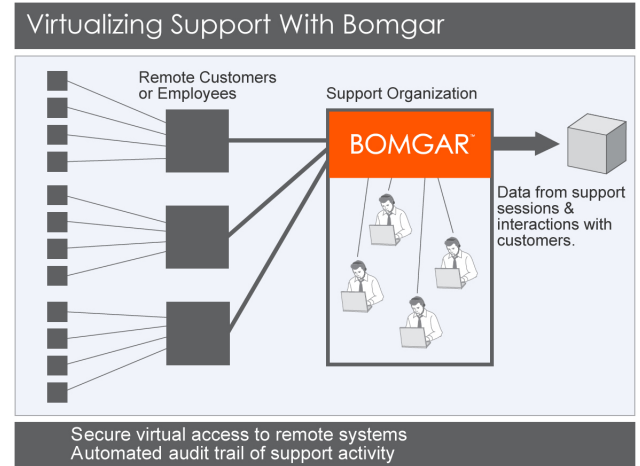
Right away, your support staff will have access to almost any system supported. Bomgar connects support staff with end-users and systems without concern for firewalls, operating systems, geographic location or other environment variables. Bomgar even enable secure support for mobile devices.

#### 2. Automate Accountability

Bomgar instantly makes support staff auditable and accountable. With Bomgar's built-in logging and recording, help desk administrators go from having very little detail about support activity and customer access to having exhaustive detail at their fingertips. This level of visibility helps protect your business and your customers' data.

Optimizing the use of Bomgar at your service desk brings a number of other benefits. Some Bomgar customers have:

- Increased support utilization by 300%
- Improved 1st call resolution rates by 100%
- Decreased on-site support visits by 70-90%
- Experienced ROI over previous solution in less than 6 months

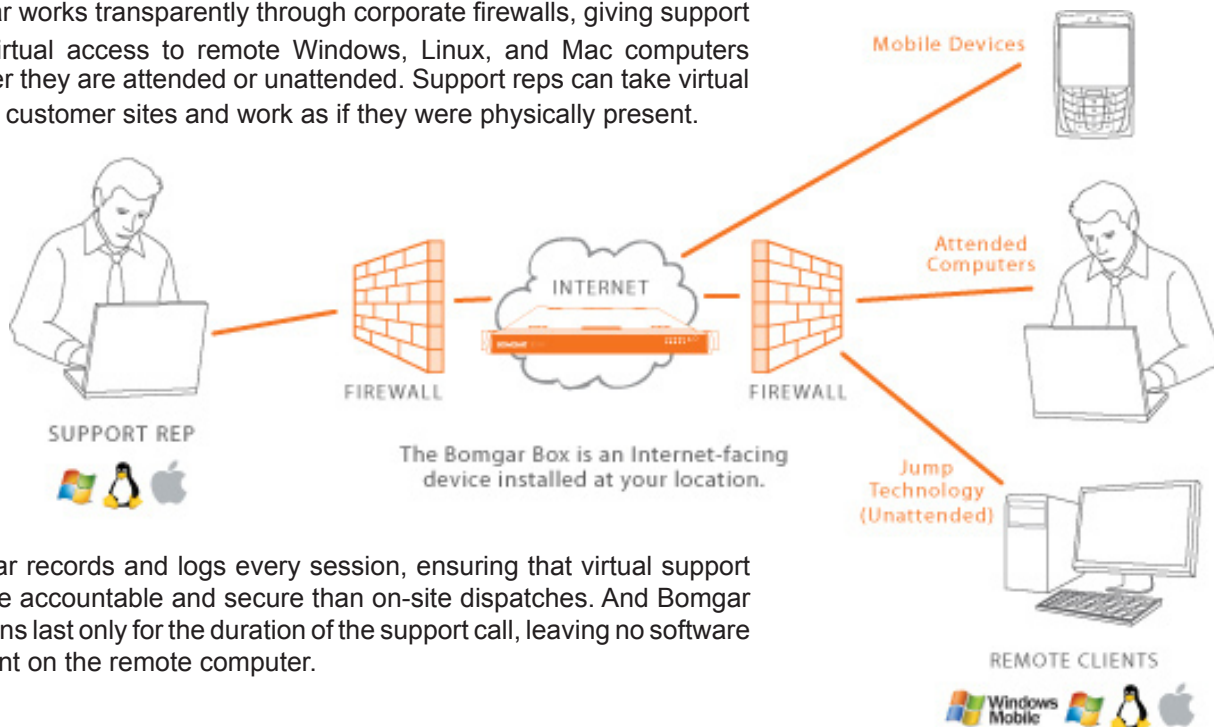


"[Bomgar] is providing a host of new features designed to help its customers better comply with corporate governance and privacy regulations."

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### How Bomgar Works

Bomgar works transparently through corporate firewalls, giving support reps virtual access to remote Windows, Linux, and Mac computers whether they are attended or unattended. Support reps can take virtual trips to customer sites and work as if they were physically present.



Bomgar records and logs every session, ensuring that virtual support is more accountable and secure than on-site dispatches. And Bomgar sessions last only for the duration of the support call, leaving no software footprint on the remote computer.