

## Support a Mobile Workforce

Our world is becoming increasingly mobile at a rapid rate. With the explosion of smartphones and tablets, and a workforce that is more geographically dispersed than ever, support centers are challenged to support a growing variety of platforms and devices, spread out around the world.

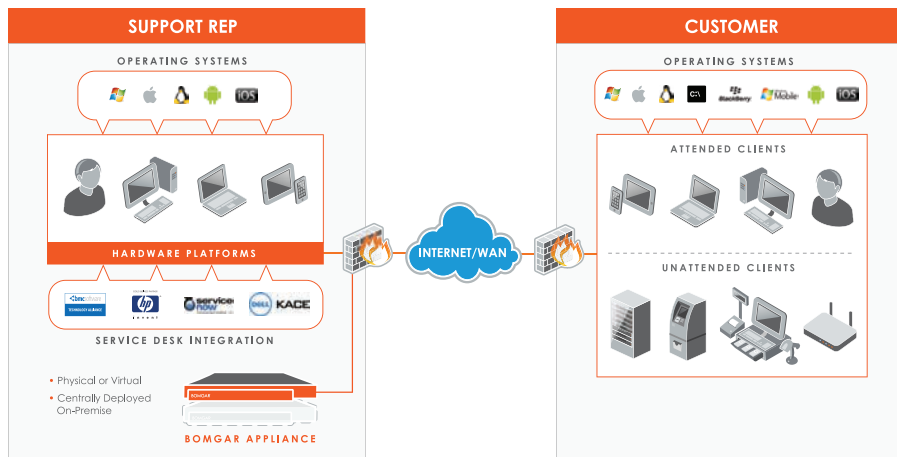
Bomgar enables organizations to provide comprehensive support to and from nearly any device or platform, no matter where support agents or end-users are located. With Bomgar, you can not only remotely access and fix standard computers and laptops, but also smartphones and tablets, point-of-sale systems and kiosks, plus switches, servers, routers and more.



### MOBILE END USERS

Bomgar empowers you to provide comprehensive tech support regardless of an end-user's location, device or platform. Whether you need to fix an employee's PC in another building or a customer's iPhone in another country, Bomgar can connect to them, even if they are located on closed networks that are not connected to the internet.

Bomgar is the only solution that enables comprehensive multi-platform support without passing session details through a third-party, keeping your sensitive data and system access safe and sound behind your own firewall and security measures.



"We have to provide support to all of our users regardless of what operating platform they use [...] Bomgar gives us the ability to support Windows, Linux and Mac environments all with the same software tool."



### MOBILE DEVICES

Bomgar offers the most comprehensive set of features for remotely supporting smartphones and tablets, including iOS, Android, BlackBerry and Windows Mobile devices. With Bomgar, you can chat with users, help them configure their devices, transfer files, view system info, see the screen, and, on some systems, fully control the device. And Bomgar does this securely, allowing you to say "yes" to supporting new mobile devices without compromising security or compliance.

"Bomgar impressed us as being innovative with regard to both the range of devices it supported and its constant release updates to stay in front of new technologies."

**The University of Georgia**



**Provide support to:**

- Run configuration profiles
- Chat
- View screenshots
- Transfer files
- View system info
- Co-browse

**Provide support from:**

- Full-featured rep console
- Admin Dashboard (iPad only)

*System Requirements:*

- iOS 4.3 & up

**Provide support to:**

- Run configuration profiles
- Chat
- Transfer files
- View system info
- Remote control
- Deploy one-click customer clients

*System Requirements:*

- BlackBerry 4.3-7.0

**Provide support to:**

- Run configuration profiles
- Chat
- Transfer files
- View system info
- View remote screen (some devices)
- Remote control & screen capture available to device manufacturers

**Provide support from:**

- Full-featured rep console

*System Requirements:*

- Tablet: v3.0 & up
- Phone: v2.2 & up

**Provide support to:**

- Run configuration profiles
- Chat
- Transfer files
- View system info
- Remote control

*System Requirements:*

- Windows Mobile 6.0-6.5

“We’ve taken on several clients that have an active salesforce. Almost all of these users work remotely using laptops or their smartphones to communicate. Before implementing the Bomgar solution we had no way to adequately provide support for ongoing issues, such as configuring email on their phone.”



### MOBILE REPS

Bomgar enables support from anywhere at anytime, whether support reps are using standard Windows, Mac, or Linux systems at their desk, or working from an iPad, iPhone, or Android device while on a service call. With Bomgar’s Mobile Representative Consoles, your support team is equipped to always provide instant, effective support to end-users.



Android Tablet



iPhone



iPad Admin Dashboard

### MOBILE COLLABORATION

Sometimes support reps may not be able to solve problems on their own. With Bomgar, a first-tier rep using a Mac and an admin with an iPad can work together to fix a Linux server — even if they are located on three different networks or continents. And with Bomgar, outside vendors can be brought into remote support sessions or given limited access to end-users’ systems without compromising security.

### ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company’s appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 6,500 companies across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at [www.bomgar.com](http://www.bomgar.com).