

# Bomgar 12.1 Overview

SECURE REMOTE SUPPORT FOR THE MOBILE ENTERPRISE

12.1

## WHAT IS BOMGAR 12.1?

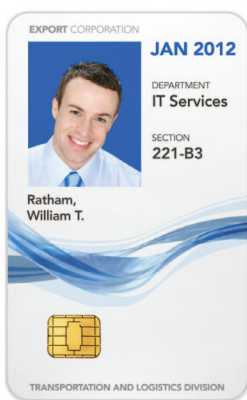
Bomgar 12.1 is the latest software driving Bomgar – the worldwide leader in secure enterprise remote support.

The new Bomgar 12.1 delivers market leading security controls, the broadest support for mobile devices, and best in class enterprise remote support productivity tools. Companies adopting Bomgar 12.1 can rapidly deliver the most secure and cost effective remote support to their employees and end users.

## MARKET-LEADING FEATURES AND CAPABILITIES IN BOMGAR 12.1

### Most secure remote support solution

Bomgar has long been the market's most secure remote support solution, clearly preferred by military and government agencies, and by security-conscious corporations of all types. Bomgar 12.1 raises the bar higher with an array of security advances, including:



- **Smart Card Support:** Use a smart card to pass credentials to the customer's device in order to elevate the customer client or login to a remote computer.
- **Elevated Access:** Choose to run special actions on a remote system as a specific user, allowing for more secure and better support.

### Broadest support for your mobile work force

Bomgar supports more mobile device platforms than any other remote support solution. With Bomgar 12.1 your company can deliver the most comprehensive and secure support to your growing population of mobile employees and customers.

- **Support to the Mobile Device:** The new **Apple® iOS Customer Client** allows you to support iPhones® and iPads® with secure session chat, co-browsing of web pages, viewing snapshots from the camera roll, and the ability to push profiles to mobile users. Bomgar also offers remote support solutions for Android™, BlackBerry®, and Windows® Mobile devices.
- **Support from the Mobile Device:** Bomgar 12.1 offers three first-to-market **Mobile Rep Consoles** (for the iPhone®, Android™ smartphone and Android™ tablet) as well as enhancements to the existing Bomgar iPad® Rep Console.

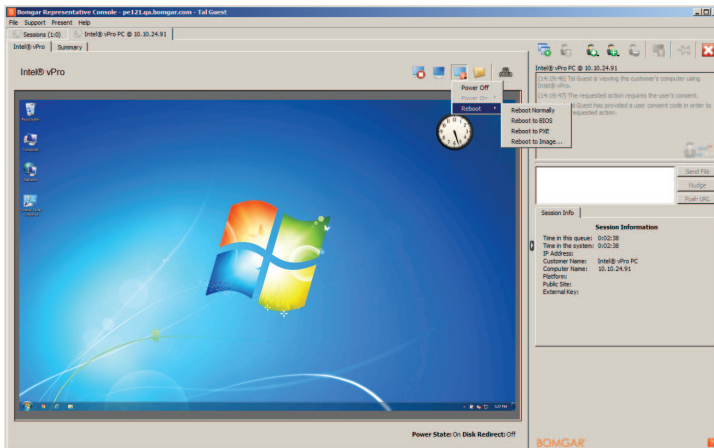
Increase your IT remote support efficiency by allowing support technicians to stay productive while mobile, delivering exceptional, collaborative remote support anytime and from any place, with nearly any device.



## Focus on Enterprise Support Productivity

Bomgar 12.1 makes your entire support operation more productive, lowering the costs of IT support and increasing end user satisfaction. Bomgar is the market's true enterprise-class remote support solution. Now, Bomgar 12.1 delivers:

- **Intel® vPro Support:** Control and troubleshoot Intel vPro-enabled PC's below the operating system from the Bomgar Rep Console.



- **Streamlined Session Start:** Connect Reps to customers faster with step-by-step instructions for the end user.
- **Virtual Appliance Host Detection:** Help ensure a Bomgar Virtual Appliance will operate at peak performance by analyzing resources and making recommendations to the VMware administrator.

## Many More Capabilities in Bomgar 12.1

### Security and Compliance

- **Read Through Customer Agreement:** Help improve compliance by requiring customers to acknowledge agreement terms before starting a support session.
- **Two Tier Customer Agreement:** Tailor customer agreements to fit the workflow of your support process.

### Mobility

- **iPad® Rep Console – Rep Invite:** Invite external Reps or accept invitations to join sessions while mobile using the Bomgar Rep Invite capability on an iPad®.
- **iPad® Rep Console – Dashboard:** Manage the performance of the Bomgar operation from an iPad® Rep Console using the familiar Bomgar management dashboard capabilities.
- **Extended Availability:** Enable Reps to be available for collaboration, even when away from the Rep Console.

### Enterprise Productivity

- **Nudge Customer Client:** Prompt a customer for action by sending a visual and audible nudge.
- **Remote Screen Shot:** Quickly capture the screen of the remote system during a support session.
- **Restrict End User Interaction:** Prevent customers from accidentally taking mouse and keyboard control away from Reps.
- **Spell Check for Chat:** Help ensure a professional image by assisting Reps with spelling corrections in chat and session notes.
- **All Users Bomgar Button:** Deploy a single Bomgar Button for all users of a shared system or kiosk.
- **IPv6 Support:** Bomgar now seamlessly supports IPv6 systems.

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## GET STARTED WITH BOMGAR 12.1 TODAY

Let Bomgar transform your enterprise remote support into a strategic asset and positive extension of your brand. Bomgar 12.1 delivers the best in remote support security, mobility, and enterprise productivity.

**TO GET STARTED:** Please contact a member of our sales team today

**SALES:** 866.205.3650 (U.S.) | +44 (0) 1494 557 350 (U.K./EMEA) | +33 (0) 1 5660 5088 (France)

## ABOUT BOMGAR

Bomgar is the worldwide leader in secure, enterprise remote support solutions. The company's award-winning solutions enable organizations to improve IT support efficiency by securely accessing and managing virtually any system – Windows®, Mac®, Linux®, Android™, BlackBerry®, the iPhone®, iPad® and most versions of Windows® Mobile, regardless of their location. More than 6,000 companies across 65 countries have deployed Bomgar's enterprise-class solutions to rapidly transform their IT support functions and significantly improve operational efficiency and customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, Washington D.C., Paris and London. In 2011, **Bomgar was named one of the fastest-growing technology companies in America by Deloitte**, and one of **America's fastest-growing private companies by Inc. Magazine**.