

Secure Remote Support for a Mobile World

As our world becomes increasingly mobile, the number and range of devices requiring support grows exponentially. With Bomgar's secure remote support appliance, more than 6,500 companies worldwide have found a way to support any device, any platform, anywhere; from Windows, Mac and Linux, to Apple iOS and Android. The Bomgar Box is the only solution that enables comprehensive multi-platform remote support without passing session details through a third-party, keeping system access and sensitive data safe and sound behind your own firewall and security measures.

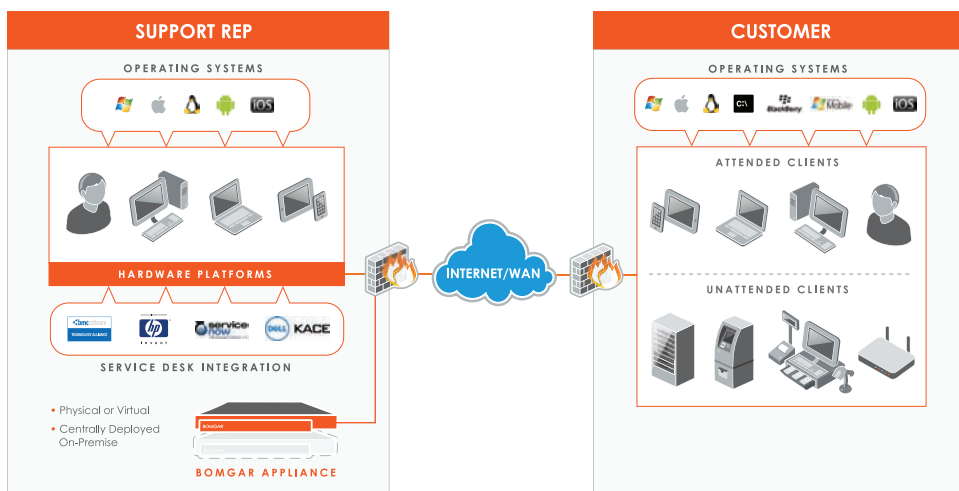


"We were able to decrease the on-site timeshare support visits by 90% when we introduced Bomgar."



SUPPORT NEARLY ANY SYSTEM, ANY DEVICE, ANY USER, ANYWHERE

With Bomgar, your support reps can remotely connect to and support desktops, laptops, mobile devices, and more through corporate firewalls, regardless of location. Support reps can see the screen, control the mouse and work as if physically in front of the device, speeding time to resolution. Whether you're supporting smartphones, servers, or kiosks, Bomgar can connect to them, even if they are located on closed networks that are not connected to the internet.







"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 USERS

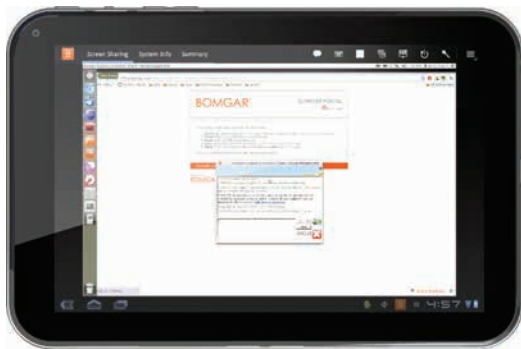
Chances are, most of your end-users have a smartphone or tablet, and if they don't, they will soon. Bomgar enables remote support for all of the major mobile device platforms, including Apple iOS, Android, BlackBerry and Windows Mobile.

Mobile Device	Rep Console	Remote Functionalities					
		Remote Control	System Info	Chat	File Transfer	Screen Capture	Remote Config
		•	•	•	•	•	•
 (1)		•	•	•	•	•	•
	•	• (2)	•	•	•	• (2)	•
	•		•	•	•	•	•

1. Windows Mobile 6.5 & below 2. For carriers and device manufacturers. Not available for all businesses

MOBILE REPS

It's not just end-users who are mobile; your support reps are too. Bomgar's Mobile Representative Consoles allow them to use Bomgar on an iPad, iPhone or Android device, so support technicians and managers can stay productive, even while on the move.



Android Tablet



iPhone



iPad Admin Dashboard

MOBILE COLLABORATION

Sometimes support reps aren't able to solve problems single-handedly. 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 different

networks or continents. Plus, external vendors can be granted limited access to end-users' systems without compromising security.

CLOSE THE DOOR ON DATA BREACHES

While remotely supporting all of your systems is invaluable, making sure your solution is secure is imperative. In 2012, the Verizon Business RISK team found that remote access tools were used in 88% of hacking related breaches.

The Bomgar Box keeps system access and data behind your own firewall and security measures. And Bomgar is the only remote support vendor to offer a solution that is FIPS (Federal Information Processing Standards Publications) 140-2 Level 2 certified. That's why central banks, the U.S. Department of Defense and Fortune 500 companies all trust Bomgar for remote support.

- **Architecture:** Centralized, security-hardened appliance never passes data or system access through a third-party
- **Authentication:** Integrates with existing identity management and authentication methods
- **Access Controls:** 50+ permissions can be administered individually or through group policies
- **Audit:** Full audit trail of session events and video recording

"When you're dealing with government agencies or healthcare organizations, security, logging and auditability is paramount. We needed a tool that could provide both help desk efficiency and best-in-class security."



INTEGRATE YOUR SUPPORT CENTER

By integrating Bomgar with your incident and case management systems, you can create a seamless support process. Bomgar has partnered with some of the leading service desk management, systems management, and CRM vendors to offer out-of-the-box integrations. Bomgar also offers an open API and Professional Services to help you build custom integrations.



Through an integration with Intel's vPro technology, Bomgar even enables support below the operating system level to wake up powered down PCs, boot systems to a disk, and gain control at the BIOS level.



CHOOSE THE BOMGAR APPLIANCE FOR YOUR ORGANIZATION

Bomgar offers deployments ranging from a single appliance for SMBs to a load-balanced multi-appliance architecture capable of supporting global teams of up to 10,000 reps. Whether you're a small business or a global Fortune 500 company, Bomgar offers the capabilities you need to streamline support with a robust and unrivaled feature set.



B200 (up to 20 licenses)



B300 (up to 300 licenses)



B400 (up to 1200 licenses or clustered for up to 10,000 licenses)



Virtual Appliance (capacity dependent upon virtual infrastructure)

Features

Support Technician Productivity



Multi-session control

- Tabbed interface for easy multi-tasking
- Troubleshoot multiple systems at once
- Easily access all systems involved in an issue



Chat (with Click to Chat)

- Initiate chat without applet download
- Chat with other reps or teams
- Push URLs and send canned messages
- Enable spell check



File Transfer

- Drag-and-drop files
- Enable / Disable file transfer for reps or groups



Scripts

- Create and organize pre-built scripts
- Automate routine troubleshooting
- Share scripts across teams



Command Shell

- Send command prompts
- Access switches, routers & devices
- Record command shell sessions



System Information

- View remote computer's system info
- See CPU usage, Drive capacity, etc.

Support Center Management



Teams

- Group reps by permissions or skill
- Tie teams to customer portals
- Create queues for routing requests
- Automatically balance session load



Escalate / Collaborate

- Chat with team members
- Share / Transfer sessions with other reps
- Request / Approve elevated access rights
- "Rep invite" for escorted guest tech access



Vendor Access Management

- Securely share sessions with outside vendors
- Restrict, monitor, & record vendor activity
- Authenticate using internal directories



Administrative Monitor

- Monitor reps' desktop or sessions
- Transfer or take over support sessions
- Manage the support team from an iPad



Reports & Analytics

- Monitor customer satisfaction via surveys
- Track 1st call resolution or other KPIs
- Store reports for detailed audit trail



Portals

- Create branded portals & customer clients
- Create custom surveys for each site
- Allow teams to support multiple portals
- Create customer greetings/agreements

Platform Support



Mobile Rep Consoles

- iPhone & iPad
- Android smartphone & tablet



Multi-Platform

- Windows, Mac & Linux systems
- iOS, Android, Windows Mobile, BlackBerry
- SMS session initiation for smartphones



Jump Technology

- Access unattended servers or desktops
- Instant multi-platform remote access (via pre-installed Jump Client)
- Clientless remote access for Windows systems (via Jumpoint)

View a full list of features at www.bomgar.com

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.