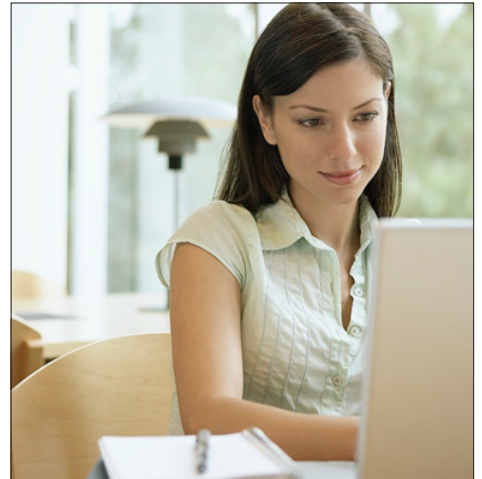


BOMGAR™



# USING BOMGAR FOR REMOTE MAC SUPPORT

# Using Bomgar for Remote Mac™ Support

## Challenges of Supporting Macs Remotely

Only a few years ago, Mac could safely be described as a niche OS. It may have had pockets of heavy use, primarily in education and in creative departments – but from IT's perspective, it was an also-ran. However, the recent explosive growth of the Macbook and strong sales across Apple's other OS X platforms means that support cannot afford to ignore Mac any longer.

The first shot across the bow may have come when the unruly executive brought his shiny new Macbook Pro to your office to "make it work with Exchange", but more and more users are following suit. Support departments are finding they must expand their definition of "supported system". Of course, if you support customers, Mac support may be nothing new. Even though she may be in the minority, you can't afford to ignore a customer running Mac.

Unfortunately, most remote support products simply don't support Mac at all, and many of the ones that do don't work through firewalls. Thus far, if you needed remote support for a Mac outside the company firewall, you've had to settle for patched-together solutions, awkward connection processes and limited functionality. In order for Mac remote support to catch up, a few key areas need to be addressed.

### Support through the Web

In today's business environment, users of all stripes are as likely to be around the world as at corporate headquarters. Many Mac remote control tools do not work through the web, and others route sensitive data through a web-based provider. Working through the web without sacrificing security is crucial when supporting a mobile, data-rich Mac user base.

### Mac and Windows Working Together

Supporting Mac may mean also supporting Windows™. Many of the problems Mac user's experience involve working with Windows users. Whether the problem is file compatibility, networking protocols, or even calendar synchronization, the incidents that require remote support for a Mac often require remote support for Windows, too. Unfortunately, many remote control products only support one or the other – but not both.

### Automating Issue Resolution

Many of the troubleshooting tactics your technicians know and love for Windows support simply don't work on a Mac. Knowing every keyboard shortcut and diagnostic command on Windows doesn't help when you don't have a "Start" button. A lot has been added to remote support tools over the years to help the technician solve the problem faster once connected to a Windows computer. Unfortunately, all of those time-saving tips, tricks, scripts, and shortcuts fall flat outside the PC world. This forces the Mac technician to solve problems manually, wasting valuable cycles on routine tasks.

### Escalation & Integration

Mac support is growing, but it is still only part of the whole support picture. In order for your support center to support Macs in an efficient manner, Mac support has to integrate tightly with other support systems and other IT groups. If anything, this is more true for Mac support than for standard operating systems, since the expertise required to fix a tricky Mac problem may be further back behind the front lines of support in the brain of a subject matter expert. However, most remote support tools are designed to connect only to the end user's system, not to other support reps, other groups, or other systems.

### Conclusion

Mac support has not been a hot topic up until recently, and most remote support tools have a lot of catching up to do before they offer the same level of support for Mac that they do for Windows. However, the expansion of Mac across all levels of the business world is forcing support groups to look for more in supporting the Mac remotely.



## Remote Mac™ Support with Bomgar

Bomgar has supported Mac OS X for three years ... even before it was popular. And unlike some remote support solutions that stop with basic Mac support, Bomgar offers largely the same functionality for Mac as it does for Windows. Bomgar's appliance-based deployment model ensures that sensitive customer or user data stays securely within your company's control, and a web-enabled architecture means that you can support any Mac user anywhere without any configuration.



### Web-Enabled Remote Mac Support

Bomgar works seamlessly through corporate firewalls without requiring a VPN or other configuration. Additionally, Bomgar sessions can be initiated in seconds without requiring pre-installed software. This means that you can be on the screen in seconds, even if this is your first time to connect to a Macbook Pro at a WiFi hotspot across the world.



### Cross-Platform Support

Bomgar enables the support rep to handle multiple sessions within a tabbed interface. This means that while connected to an iMac at a user's desk, the technician can also connect to a Windows laptop across the world and figure out why the two systems can't exchange data. Additionally, Bomgar supports multiple Linux distributions, Windows Mobile, and BlackBerry, so you can connect and support no matter what the operating system.



### Scripts & Tools

With Bomgar, you can create, organize, and catalogue any number of pre-built scripts. This enables your support center to automate routine diagnostics, troubleshooting, and remediation. Scripts can also reference a file for more robust tasks such as installing software. This functionality works on Mac as well as other platforms and can be shared across teams to ensure that every rep is using best-practices. In addition to scripts, Bomgar offers numerous shortcuts and tools (such as file transfer, reboot, system info, and command line) that speed and automate the process of Mac support.



### Escalation & Integration

Bomgar's centralized, appliance-based model enables you to integrate Bomgar securely into your internal systems and integrate Mac support into your larger support systems and processes. Bomgar offers pre-built connectors to service desk management platforms from HP and BMC as well as a robust API and software development kit. Using these integration tools, you can keep all of your incident data in one place by associating Bomgar sessions with your incident IDs.



If a session needs to be escalated, the Bomgar rep can transfer or share the session with another rep or another team, enabling reps from all over the company to be on the same screen as the problem.

## A Consolidated Solution

With a broad range of remote support solutions, the same solution you use to support Mac can be used in other parts of your organization as well. Bomgar offers remote support solutions for:

- Customer Support
- Support for Kiosks and Point of Sale Systems
- Windows, Linux and Smartphone Support
- Support from the Service Desk
- Online Training and Demos
- Vendor Access Management