

## Remote Support within Regulations – Sarbanes-Oxley

### SOX Compliance within the IT Department

Since the initiation of the Sarbanes-Oxley Act of 2002 (SOX), companies have been called upon to make security their top priority when working with electronic information. SOX Sections 302 and 404 stress the importance of adequate internal controls, placing the responsibility for maintaining such controls upon the principal executive and financial officers. The company must file an annual internal control report, disclosing any weaknesses found. Such weaknesses could include unsecured data transmission and storage, unprotected access to systems, breaches in security structures, and failure to keep track of system activity.

### The Difficulty of Compliance with a Third-Party Service Provider

Every time a company uses a third-party service provider, the possibility of such weaknesses increases. When the company runs the quarterly audit, it must verify not only its own compliance but also the compliance of the service provider. The more energy you have to exert to make your business compliant, the more time and money you expend.

However, Bomgar™ gives you remote support without the hassle. Because you self-host the Bomgar Box™, all data is routed through your company's existing infrastructure. This means that, while you are still responsible for maintaining your own compliance, you are not responsible for your service provider's, as well.

### The Bomgar™ Advantage

Although Bomgar™ cannot guarantee that your company will meet regulations, we can guarantee that our remote computer control products will not weaken your security structures. In a security review by the Symantec Corporation, Symantec found our Bomgar Box™ "to be designed and implemented with security best practices in mind". We have created our appliance with your security as our priority, resulting in a product with numerous features to help you in your efforts to maintain compliance.

When you need secure remote access to computers worldwide, choose the Bomgar Box™.

#### Secure Architecture

- In-house hosting
- 256-bit AES SSL encryption
- Permission-based access
- No firewall configuration or additional ports opened
- Complete customer client uninstall from the remote computer after session

#### Security Features

- Granular control of support rep access privileges by admin and end-user
- Multiple password layers
- Complex password requirement
- Failed password lockout
- Password expiration
- Idle session time-out
- Multi-factor authentication

#### Logging & Reporting

- Flash recording of session
- Transcript of chat session
- Record of files transferred
- Rep and customer names and IP addresses
- Time and duration of sessions
- Level of control enabled
- Command prompts executed