

License Comparison by Feature | Bomgar 10.5

| Feature Name | Description | | License Type | |
|--------------------------------|---|---|--------------------------------|-------------------------|
| | | | Standard | Enterprise |
| Multi-Platform Support | Customer | Technician | | |
| Windows | Windows 95-Windows 7 Server 2003 Server 2008 | Windows 2000-Windows 7 Server 2003 Server 2008 | ✓ | ✓ |
| Mac OS X | OS X 10.3 - 10.6 | OS X 10.4 - 10.6 | ✓ | ✓ |
| Linux | RedHat Enterprise 4, 5 SLED 10, 11 Ubuntu 9.04, 9.10 Fedora Core 11, 12 | RedHat Enterprise 5 SLED 10, 11 Ubuntu 9.04, 9.10 | ✓ | ✓ |
| Smartphones | BlackBerry OS 4.3 - 5.0 | N/A | ✓ | ✓ |
| | Windows Mobile 5.0 - 6.1 | N/A | ✓ | ✓ |
| Attended Systems | Laptops, Desktops, Mobile Devices | | ✓ | ✓ |
| Unattended Systems | Servers, Kiosks, POS Systems, etc. [Jump Technology] | | ✓ | ✓ |
| Network Devices | Routers, Switches and Devices via SSH/Telnet | | ✓ | ✓ |
| Multi-Language Support | Translate Bomgar into German, EU Spanish, Latin American Spanish, EU French, Italian, Dutch, EU Portuguese, Brazilian Portuguese, Japanese, and Simplified Chinese; Supports international character sets | | English +1 additional language | All available languages |
| Chat | | | | |
| Click-to-Chat | Assist website visitors before starting remote support | | ✓ | ✓ |
| Customer Client | Brandable chat window; chat during both support and training sessions | | ✓ | ✓ |
| Canned Messages, URL/File Push | Store responses to common questions; Push a URL or File through the Chat interface | | ✓ | ✓ |
| Team Chat | Collaborate with other support reps or teams | | ✓ | ✓ |
| Message Broadcast | Administrators can message all logged-in technicians | | ✓ | ✓ |
| User Controls | | | | |
| View or Control | Give techs full remote control or view only access | | ✓ | ✓ |
| Application Sharing | Restrict screen sharing to specific applications | | ✓ | ✓ |
| Customer Downloads | Let the customer download the chat transcript and a Flash video of the support session | | ✓ | ✓ |

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| Toolset | | | |
| Multi-session Support | Run multiple simultaneous support sessions | ✓ | ✓ |
| File Transfer | Access the remote file system for transferring files | ✓ | ✓ |
| Reboot/Auto-reconnect | Reboot and automatically reconnect to remote computer; End-user can specify login credentials | ✓ | ✓ |
| Scripts | Create, upload and run custom scripts | ✓ | ✓ |
| Command Shell | Access the command shell for system diagnostics, network troubleshooting or low-bandwidth support | ✓ | ✓ |
| Special Actions | Access common actions, such as Registry Editor, Event Viewer, System Restore, Control Panel, etc. | ✓ | ✓ |
| Session Notes | Enter notes about support interactions | ✓ | ✓ |
| System Information | View deep system information with one click | ✓ | ✓ |
| Multi-Monitor Support | View multiple monitors on the remote desktop | ✓ | ✓ |
| Training & Presentation | Virtual Pointer, Show-My-Screen and Presentation | ✓ | ✓ |
| Jump Technology | | | |
| Jump Client | Access any Windows, Mac or Linux system; add password-protection for security | ✓ | ✓ |
| Scripted Jump | Give third-party applications automated remote access to remote computers | ✓ | ✓ |
| Shell Jump | Connect to SSH/telnet-enabled network devices through a deployed Jumpoint | ✓ | ✓ |
| Jumpoint | Access Windows systems within a network. Connect through proxy servers by storing credentials. | ✓ | ✓ |
| | <i>Time to Live</i> : Set expiration dates for Jumpoints | | ✓ |
| Jump Zone Proxy | Access systems on a remote network that do not have a native internet connection | | ✓ |

| | | | |
|---|---|---|---|
| Audit Trail | | | |
| Support Session Reports for Reps, Teams, or Vendors | Record details of each support session, including a list of files transferred and a complete chat transcript. Report on support activity within a Team or Embassy | ✓ | ✓ |
| Support Summary Reports | See an overview of support activity | ✓ | ✓ |
| Exit Survey Reports | Monitor customer and technician surveys | ✓ | ✓ |
| Syslog Reports | Track administrative configuration changes | ✓ | ✓ |
| Session Recording Videos | Record annotated videos of support sessions, training sessions and command shell sessions | ✓ | ✓ |
| Reporting Permissions | Manage each user's reporting privileges | ✓ | ✓ |

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| Portals | | | |
| HTML Template/File Store | Edit the support site HTML and store files referenced | Available for one Portal | Available for multiple Portals |
| Connection Options | Define how sessions begin for each portal: Session keys, Technician list, Front-end Survey, Click-to-Chat | | |
| Agreements/Messages | Customize messages for each portal: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message and Redirect URL | | |
| Customer Client | Brandable chat window | | |
| Front-end Survey | Use surveys for queue routing | | |
| Exit Surveys | <i>Customer:</i> Monitor customer satisfaction <i>Technician:</i> Require comments on sessions | | |
| Bomgar Button | Customize Bomgar's single-click 'Get support' icon | | |
| Post-Session Redirect | Launch a URL when customers exit a session | | ✓ |
| Manageability | | | |
| MSI Installer | Create MSI installer packages for: Representative Consoles, Jump Clients, Session Recording Viewers, and Bomgar Buttons [Windows only] | ✓ | ✓ |
| User Accounts | Create an unlimited number of named rep accounts | ✓ | ✓ |
| Identification and Authentication | Differentiate users; define authentication requirements per user; define access levels per user | ✓ | ✓ |
| Mass-deploy BlackBerry® Bomgar Buttons | Mass deploy Bomgar Buttons on BlackBerry® Smartphones via the BlackBerry® Enterprise Server (BES) | | ✓ |
| Appliance Failover | Define and automate redundancy/failover options | | ✓ |
| Equilibrium | Set rules for automatically routing support request | | ✓ |
| Access Sponsor | Allow lower tier techs to request elevated privileges without knowing credentials | | ✓ |
| Teams | | | |
| Support Teams | Create support teams based on skill set | ✓ | ✓ |
| Queues | Create queues for routing requests | ✓ | ✓ |
| Collaboration | Define support session sharing and transfer options | ✓ | ✓ |
| Reports | Report on support activity per team | ✓ | ✓ |
| License Monitoring | Receive email alerts on license usage | ✓ | ✓ |
| Allocate/Reserve Licenses | Allocate and reserve licenses for each team | | ✓ |
| Manage Team Communication | Define how multiple teams may interact | | ✓ |
| Administrative Dashboard | Oversee support activity within a team, monitor sessions or desktops, and take over or transfer sessions | | ✓ |
| Special Teams | Create Access Sponsors or Embassy Teams | | ✓ |
| Vendors and Experts | | | |
| Rep Invite | Invite a third-party expert to have one-time, limited access to a shared session | ✓ | ✓ |
| Embassy | Grant limited access to teams of vendors to receive support or utilize vendor's resources in support calls | | ✓ |

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| | | Standard | Enterprise |
| Integrations | | | |
| API | Integrate with external systems & set API permissions | ✓ | ✓ |
| Backup Integration Client | Scheduled storage of software backups | ✓ | ✓ |
| Identity Management | LDAP/Active Directory | ✓ | ✓ |
| | RADIUS [multi-factor] | | ✓ |
| | Kerberos [Single Sign-on] | | ✓ |
| Software Development Kit [SDK] | Create custom integrations for Bomgar's Integration Client | | ✓ |
| Enterprise Integration Client | Database Integration | | ✓ |
| | API Extraction Tool | | ✓ |
| | Windows File System Plugin | | ✓ |
| | SQL Server Plugin | | ✓ |
| Syslog Integration | Send log messages to external syslog server | | ✓ |
| SNMP Monitoring | Monitor the Bomgar Box using Simple Network Management Protocol (SNMP) | | ✓ |

Additional Integration Options

Additional integration options that are not tied to licensing are available.

These integration options are described in detail in the Bomgar Integration Options document, available at www.bomgar.com/documentation.

| Service Desk Integrations | |
|---------------------------------------|---|
| HP Service Center 6.2+ | Pre-Packaged Integration Adapter Automate your integration of Bomgar with HP Service Center, HP Service Manager, or BMC Remedy Action Request System by purchasing a pre-packaged integration adapter, and drastically reduce integration time. |
| HP Service Manager 7.0 and up | |
| BMC Remedy Action Request System 6.3+ | |
| BMC Service Desk Express 9.0+ | Built-In Integration BMC has implemented and maintains Bomgar's integration with its Service Desk Express product. No additional purchase is necessary for Service Desk Express customers who wish to integrate with Bomgar. |
| Third Party Integrations | |
| Professional Integration Services | Because Bomgar's API, SDK and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs. |