

Bomgar Integration Options

Bomgar's Application Programming Interface (API) enables customers to integrate Bomgar with any database, service desk solution, or other application. Bomgar now offers additional options to support organizations desiring to integrate Bomgar with their existing applications.

While the three options outlined in this document are the primary choices available to customers, other options do exist. Because Bomgar's API and Integration Client conform to industry protocols, it is possible for customers to contract with a professional services company to outsource integration needs.

Also, for BMC Service Desk Express customers, Bomgar is integrated at no additional fee. The integration is available for versions 9.0 and above of BMC Service Desk Express, and is included as a patch release for version 9.6 of BMC Service Desk Express.

Please contact a Bomgar sales representative to find more details about your integration options, or visit www.bomgar.com/ to learn more.

Email: sales@bomgar.com

Toll Free: (877) 826.6427

Hours: 8:00 – 5:30 CST

Integration Options Overview

In summary, Bomgar offers the following integration options:

Standard Licensing

- Bomgar API
- Other integrations included with Standard Licensing:
External Security Providers [LDAP]

Enterprise Licensing

- Bomgar API
- Bomgar Integration Client, which includes:
Windows File System Plugin
Microsoft SQL Server Plugin
SDK for Custom Integrations
- Other integrations included with Enterprise Licensing:
External Security Providers [Kerberos, LDAP, RADIUS]
Reporting [Syslog Server]

Service Desk Management Solutions

- BMC Service Desk Express -- Included free for BMC Service Desk Express 9.0 and above
- BMC Remedy ARS 7.01 and up -- See Integration Option 3
- HP Service Manager 7.00 and up -- See Integration Option 3
- HP Service Center 6.2 and up -- See Integration Option 3

Option 1: Integration with Standard Licensing

In order to enable custom integration, Bomgar provides an open API to all customers, including those with standard licensing. In-house developers are thereby enabled to integrate Bomgar with external databases and systems according to business needs.

Using the documentation provided with the API, customers are able to integrate Bomgar to any database, service desk solution, or other application.

- Create custom integrations in-house
- Integrate with any database, service desk solution, or other application
- Utilize “outbound events” to trigger real-time actions in external programs

Standard Licensing:

The Bomgar API is available to all Bomgar customers, including those with standard licensing.

LDAP integration is also included with standard licensing.



The diagram consists of a large orange rectangle representing the 'BOMGAR APPLIANCE'. A white horizontal line is drawn across the middle of this rectangle. Below the line, the text 'BOMGAR API' is written in white. An orange arrow points from the 'BOMGAR API' text down towards the explanatory text below.

BOMGAR APPLIANCE

BOMGAR API

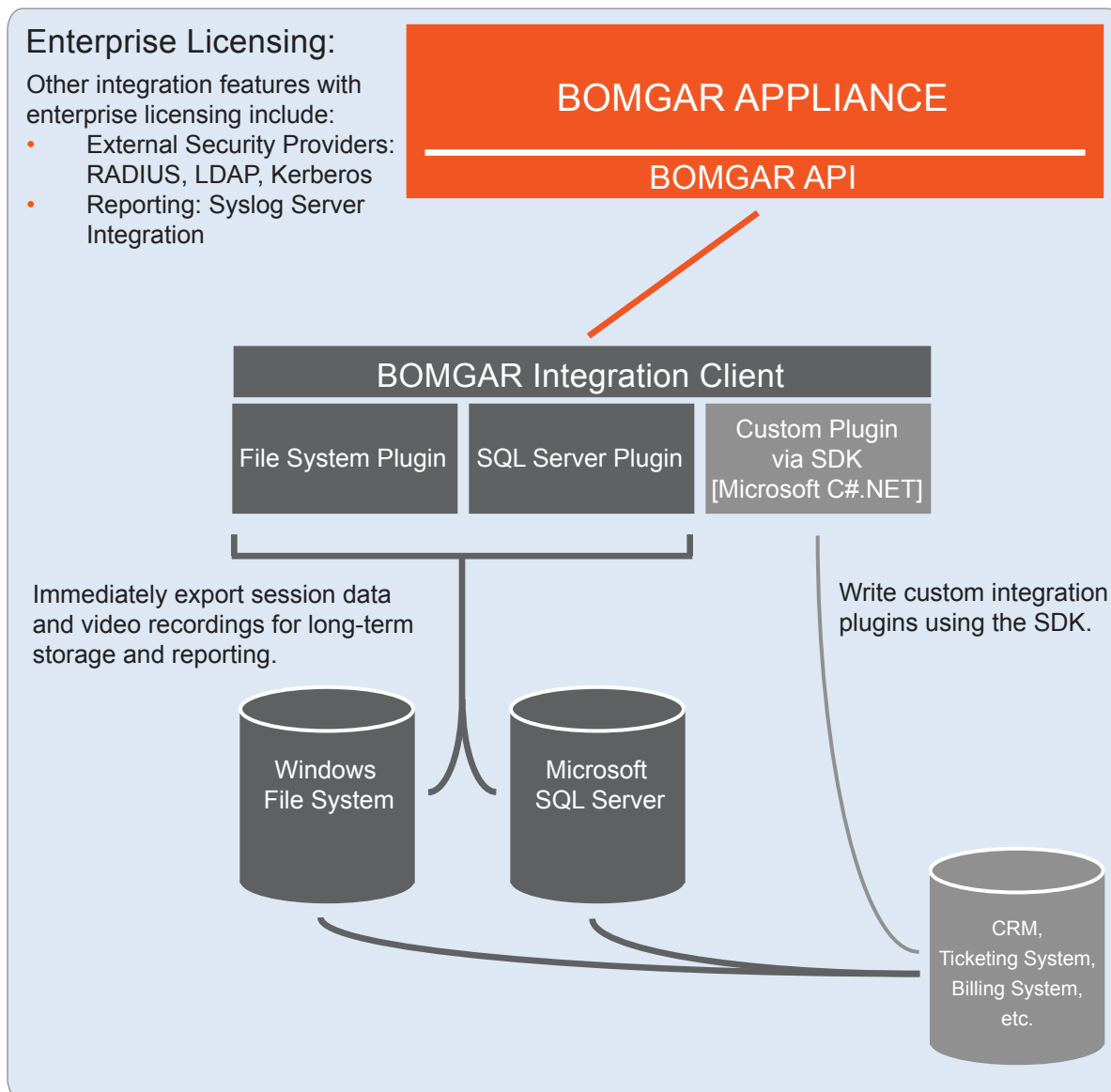
Use the Bomgar API to extract data from the appliance or integrate the Bomgar Box with other external systems.

Option 2: Integration with Enterprise Licensing

In addition to the open API, Bomgar provides an Integration Client to customers with enterprise licensing. The Integration Client comes with two pre-packaged plugins -- a Windows file system and a Microsoft SQL server plugin -- plus an SDK for creating custom plugins.

Bomgar's Integration Client allows in-house administrators and developers to extract session data from the Bomgar Box by using the included plugins. Customers may also use the documentation provided to create custom plugins for external applications.

- Schedule the export of session data using pre-packaged plugins
- Create custom integrations in-house using standard protocols [File System, SQL Server]
- Integrate Bomgar with external security providers and syslog server



Option 3: Pre-Packaged Integration Adapter

Customers who wish to outsource their integration of Bomgar with BMC Remedy Action Request System or HP Service Manager may purchase the Pre-Packaged Integration Adapter. This Adapter drastically reduces integration time. The Adapter also ensures integration between Bomgar and the service desk management system for current and future releases of both products.



The Pre-Packaged Integration Adapter does not depend on Bomgar licensing, and includes professional installation support and ongoing support for the adapter as it maintains all of the integration points between different versions of the service desk suites and Bomgar.

- Support BMC Remedy ARS 6.3 and up
- Support HP Service Manager 7.00 and up
- Support HP Service Center 6.2 and up
- Minimize time required for integration

