

## Platform Support - Everything on One Screen



Bomgar validates our remote support solutions to work on dozens of operating systems, through countless types of firewalls and internet filters. Bomgar also includes remote access to unattended systems in the core product with our patent-pending Jump Technology.

The goal? When it comes to support, we want to put your entire enterprise on one screen. So no matter what you are supporting -- the Mac laptop on a Wi-Fi hotspot, an unattended Linux server in the datacenter, or a Windows point-of-sale system or kiosk -- the support process remains the same.

"Our technicians now have more powerful tools that helps leverage the collective expertise available across the entire team."

Senior VP of Operations

**PlumChoice**  
Online PC Services

## Support Through Firewalls and Access Barriers



Bomgar works transparently through NAT, routers, firewalls, and proxies, ensuring that your support reps and end users can connect transparently. Both the support rep and the remote customer can connect, no matter where they are working from.

## Remote Access to Unattended Systems and Servers



Enterprise support organization troubleshoot unattended systems, too, so Bomgar has included remote access to unattended systems and servers in the core functionality of our product with our patent-pending Jump Technology.

With Jump Technology, every Bomgar license includes remote access for unattended systems. This means you can troubleshoot servers, point of sale systems, terminals or unattended desktops. Jump Technology also provides a secure means of managing vendor access.

## Support Multiple Operating Systems

With Bomgar, your enterprise can provide remote support to Windows 95 through Vista, Mac OS X, four distributions of Linux, and even Windows Mobile and Blackberry Handhelds from the same screen. This allows you to expand your support operations and standardize the support process for all your users.

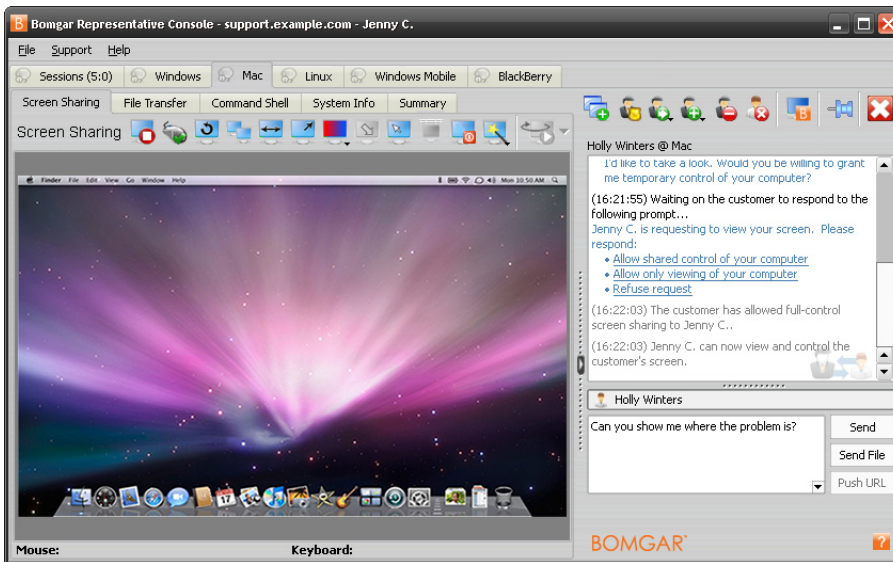


“Bomgar gives us the ability to support Windows, Linux and Mac environments all with the same software tool.”

IT Resource Team Leader



Massachusetts Institute of Technology



Controlling a Mac Laptop in the Bomgar Support Representative Console

Bomgar makes it possible to support the entire environment, not just individual systems. Troubleshoot remote network devices through the command shell.

