

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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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.