

Support Virtualization

Bomgar is a solution for virtualizing IT support staff (**your people**, not your hardware). Support virtualization increases the number of incidents you can resolve “virtually” in lower tiers vs. physically on-site. This lets you respond faster, distribute IT specialists more evenly, increase your current staff’s productivity, and resolve incidents more cost-effectively.

Support Virtualization and How Bomgar Does It

Support virtualization helps your current support staff overcome technological and geographical barriers in order to deliver the most efficient support. It revolutionizes the way you support your clients and manage your staff.

With Bomgar, Virtual support reps:

Are more effective than physical reps:

- Direct PC control vs. phone support
- Diagnostic tools, secure file transfer, reboot/reconnect
- BMC Remedy Service Desk Integration

Are more responsive than physical reps

- Web-based support vs. travelling to client sites
- Support queues lead to the right support team
- Session transfer increases 1st call resolution

Are more secure than physical reps

- Bomgar’s unique on-site, appliance-based deployment
- Logging and Flash recordings of support sessions
- Secure front-end chat with clients

Are more manageable than physical reps

- Bomgar integrates with LDAP and RADIUS
- Set group policies and support team queues
- Distribute senior-level technicians more evenly

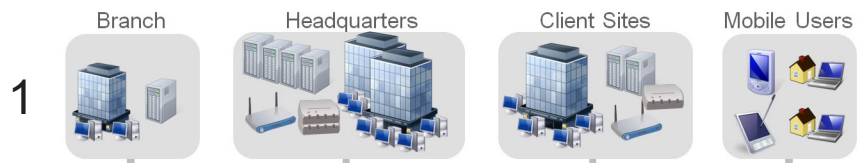
Have more capacity than physical reps

- Multi-session control with tabbed interface
- Multi-platform compatibility – Bomgar works with Windows, Mac, Linux, Windows Mobile
- Control network devices with Command line interface
- Support both attended & unattended remote computers

Standardize and Centralize Support within a Virtual Environment

1. Standardize the Support Environment:

Support staff virtualization standardizes support of end-users and systems. Within Bomgar, your support staff can touch every user and system in a few simple clicks, with all the tools needed for support at their disposal.



2. Centralize Support Administration:

In addition to standardizing the process of support, support virtualization also centralizes the management of support. Within Bomgar administrators can manage the entire support staff as a unit, even if members of the team are geographically separated from each other.

