

## Bomgar™ Security Provider Integration

Bomgar™ security-provider integration enables IT administrators to efficiently manage user accounts for the Bomgar Box™ by accessing company LDAP and RADIUS directories for user authentication and authorization. If the directory server is located behind a different firewall than the Bomgar Box™, the firewall can be configured to enable the transmission of information, or a connection agent can be used to enable secure communication without firewall configuration.

## Benefits

### Use Existing User Database and Grouping

Instead of creating each support representative account from scratch in the Bomgar™ administrative interface, the administrator can configure the Bomgar Box™ to authenticate users directly from the company directories. Using the pre-existing hierarchy and group settings already specified in these directories, the administrator can assign account settings to users as groups rather than manually assigning these privileges to each individual user.

### Consistent Authentication

Users can log into Bomgar™ using their pre-existing authentication credentials, eliminating the need for the support administrator to manually assign an additional username and password for each user or for the user to remember another set of credentials.

### Editing User Status

Because Bomgar™ can read accounts straight from the directory, a change in a user's status will be automatically reflected in Bomgar™ user settings and privileges, with no configuration by the administrator. For instance, if someone is moved from the Internal Support group to the Customer Support group in the company directory, that user will be read as a member of the Customer Support group and will automatically have the privileges assigned to that group.

### Deleting User Accounts

If a user is moved to a group that does not have access to Bomgar™ or ceases employment and is deleted from the company directory, that user will no longer be able to log into your Bomgar Box™. The account information will be present on the Bomgar Box™ for reporting purposes only.