



Standardizing Security for Remote Network Support

Terminal, Putty and Putty derivatives have long been used for remote support of switches, routers and network devices. But these tools can create security and productivity problems for the support centers that use them.

Access Control: Traditional tools do not integrate with LDAP or other methods of user validation.

Audit Trail: Each new remote support tool used creates its own silo of data that must be audited.

Manual vs. Automated: Traditional tools require manual steps for change management and troubleshooting.

With Bomgar's Shell Jump feature support organizations can standardize remote support of switches, routers and network devices.

Because Bomgar integrates with LDAP and Active Directory you can ensure only authorized users have access to support remote devices with Shell Jump. And each remote support session produces a detailed activity log, including videos of support sessions. Shell Jump also makes some powerful productivity benefits possible.

Control Remote Access to Network Devices

Using non-uniform tools, like Putty or Terminal, for remote access to network devices makes user access management difficult at best. These remote access tools are individually configured and have no central user access management.

Bomgar integrates with LDAP and Active Directory, which means you can centrally control users' access to Bomgar features, such as Shell Jump. Shell Jump also lets you set access parameters to remote devices. You can even manage private keys and host keys for provisioned SSH devices.

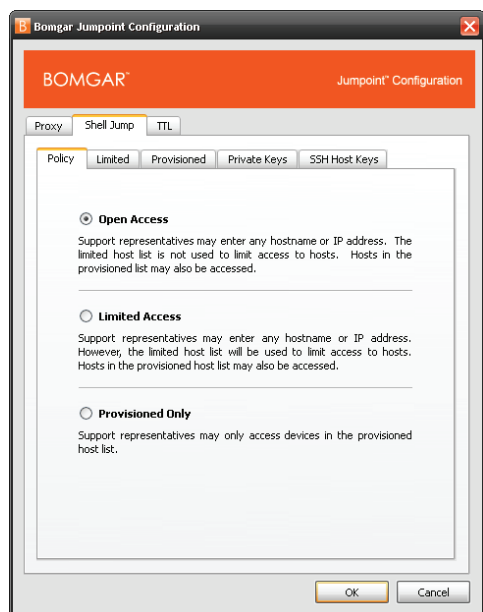


Fig. 1: Allow remote access to any network device, or only those that have been specifically provisioned.

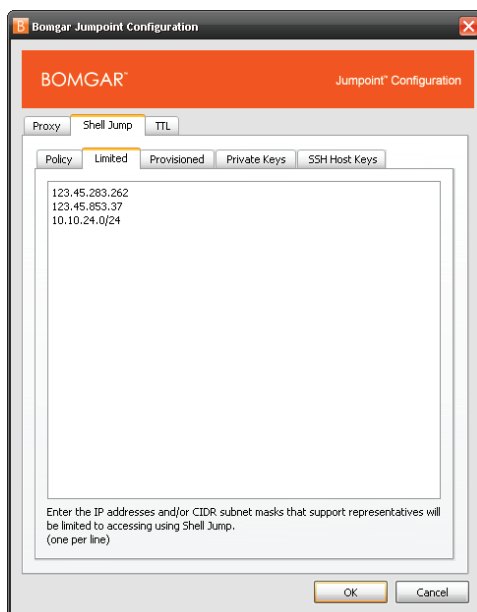


Fig. 2: Explicitly allow access to only those targets/hosts that you specify.

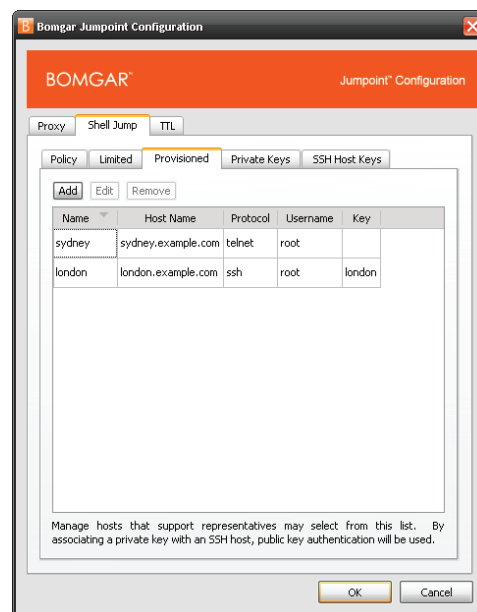


Fig. 3: Manage which provisioned hosts are accessible and how they may be accessed.



Centralized Audit Trail for Device Support

Bomgar creates a detailed audit record of every support session performed through Shell Jump, giving administrators and information security teams critical visibility into remote support activity.

Because Bomgar also supports Windows, Mac, Linux and smartphones (BlackBerry and Windows Mobile) - in addition to network devices - it can consolidate support for the entire organization.

And standardizing on one tool helps eliminate multiple audit trails. With Bomgar, one centralized, automated audit trail can cover all the remote support activity in the organization.

Benefits of Using One Support Solution:

Not only does standardizing on one remote support solution make your organization more secure, it also makes you more productive.

Logging and Recording: Adding network devices to the systems you support with Bomgar means one audit trail can chronicle support activity for your entire organization. And since Bomgar can record everything automatically, it eliminates manual entry.

Support Rep Productivity: Standardizing the remote support toolset also improves support rep productivity. Instead of familiarizing themselves with multiple remote support tools, technicians can use the interface they already know.

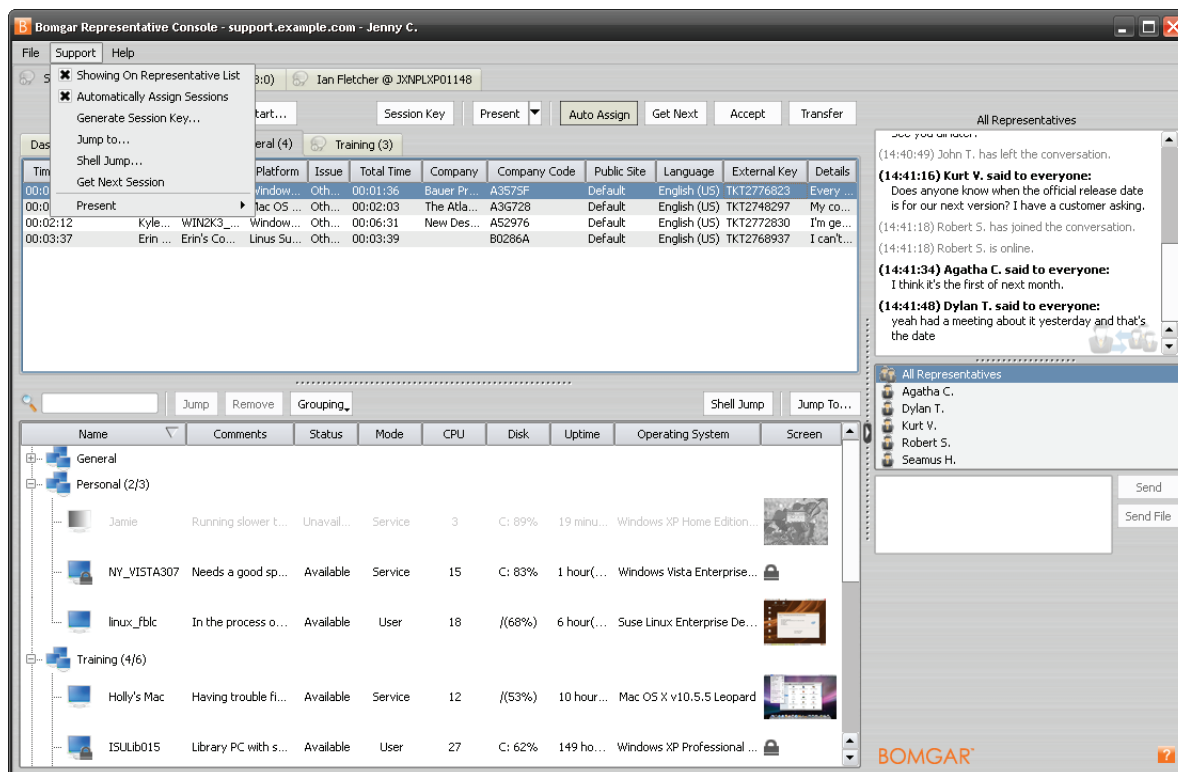


Fig. 4: Support reps are already familiar with the Bomgar Representative Console.

Using Bomgar to support switches, routers and network devices can cut down on time invested to train support technicians.

Using Bomgar for network device support also helps to create one audit trail for all support activity.



Combine Shell Jump with Other Bomgar Features

Shell Jump becomes even more powerful when used in conjunction with other Bomgar features. Here are a few example scenarios.

Combining Shell Jump with Scripts and Multi-Session Control

Bomgar's Scripts feature enables technicians to send commands with one click or run patches or apps on remote computers, servers and network devices. They do this simply by selecting the appropriate script from a list and running it through Bomgar's Command Shell tool.

Bomgar's Multi-Session Control lets support reps connect to multiple remote systems at once. Each system appears in a tabbed interface in Bomgar.

A support representative could easily combine these features to access multiple remote network devices simultaneously, then run a script that automates a standard change across multiple remote systems.

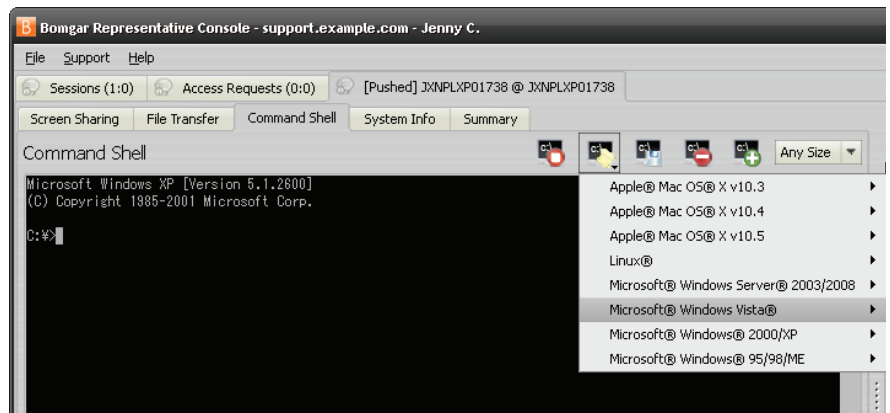


Fig. 5: Technicians can run scripts on remote desktops, servers and network devices through Bomgar's Representative Console.

Combining Shell Jump with Session Recording

Sometimes the process of rolling out a network-wide change can span multiple shifts. Valuable time can be wasted in communicating the change to the incoming shift, and critical mistakes can be made if the incoming shift does not clearly understand the change.

These dangers can be avoided by combining Shell Jump with Session Recording. Bomgar's Session Recording feature allows you to create videos of remote support sessions, then make them available for download and playback.

A support representative in the first shift could easily combine Session Recording and Shell Jump to show incoming shifts how to perform the network-wide change. Incoming shifts could simply play the video prior to rolling out the change, pausing and rewinding as necessary.

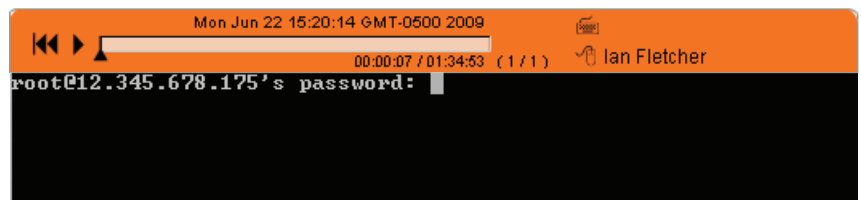


Fig. 6: Recorded videos of support sessions can be used for training and standardizing changes across multiple shifts.

Not only does this standardize the change, it also cuts down training time for incoming shifts.