

The Problem of Vendor Access

Your IT infrastructure requires support from numerous technology vendors. In a large company, hundreds or even thousands of vendor technicians may require periodic remote access to application servers, network devices, or user's desktops. This constant flow of vendor remote access is necessary to keep your infrastructure functioning properly, but it can also be a threat to your organization's security and undermine your efforts to maintain regulatory compliance.

Most current products for vendor remote access:

- Do not allow granular security settings
- Do not provide a comprehensive audit trail
- Do not support all operating systems and scenarios, thus requiring multiple products

Bomgar's Solution: Embassy

Embassy is Bomgar's solution for secure, auditable, cross-platform vendor remote access. You can create an Embassy for each and every vendor relationship and control granularly what each vendor can or cannot access.

Embassy Users					
Add New Embassy User					
Show Embassy Users for: Leaderboard ▼					
Last Authenticated As:	Display Number	Display Name	Consecutive Failed Logins	Comments	
efrome	7	Ethan Frome	0		Edit Delete
otwist	10	Oliver Twist	0		Edit Delete
smarner	9	Silas Marner	0		Edit Delete

Fig. 1: Add and Edit Embassy Teams

Secure Vendor Access

The Bomgar administrator can control the vendor's access to the Embassy by adding vendor accounts manually. Then the admin can assign security parameters to the Embassy, define which systems can be accessed through the Embassy, and manage vendor settings and permissions. Some of these parameters include:

- Whether file transfer is enabled – and if so, which directions
- Whether a vendor rep can share a session with your internal support staff
- Whether the vendor's access enables full remote control or view only
- Whether the vendor must request application-specific control from the end-user

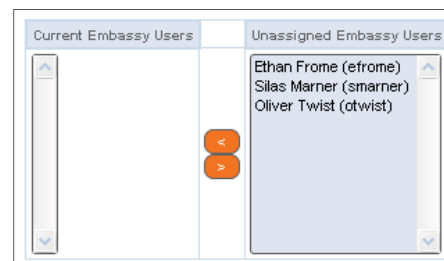


Fig. 2: Add Vendor Support Rep Accounts



Fig. 3: Set Security Policies

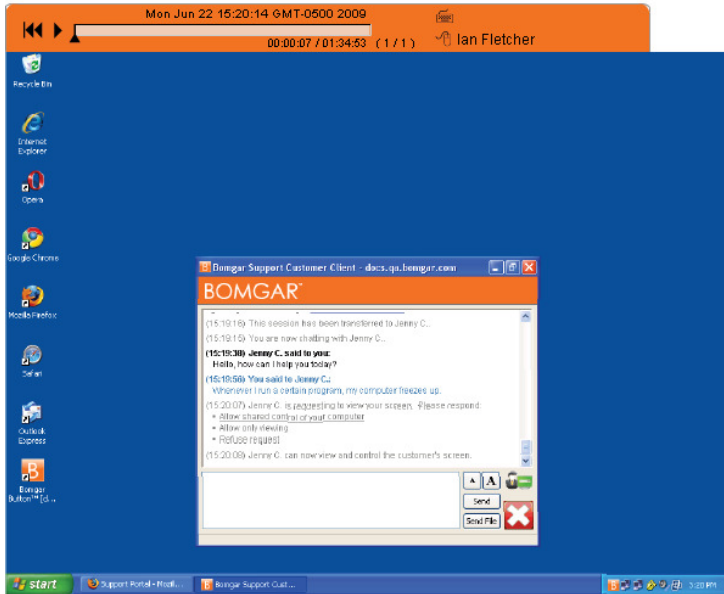


Fig. 4: View Recordings of Any Session

A Complete Audit Trail

The Bomgar administrator can monitor and report on vendor activity within each Embassy historically or in real time.

Video recordings of every remote support session enable the administrator to audit every click and keystroke of every vendor technician. Embassy logs:

- Which vendor rep accessed which remote system
- When the remote access took place and how long it lasted
- What happened during each session (files transferred, settings changed, screen sharing, command line sessions, chats with the user, etc.)

A Consolidated Solution

Bomgar enables your vendors to support any remote system, whether a Mac laptop on a WiFi hotspot or an unattended Linux server. In addition to computers, Bomgar also enables support of BlackBerry and Windows Mobile smartphones and command line driven network devices. With Bomgar's Embassy, you can give your vendors access to:

- Windows 95-Vista, Server 2003
- Mac 10.4 and 10.5
- Ubuntu, CentOS, Fedora, & SUSE Linux Enterprise Desktop
- BlackBerry & Windows Mobile Handheld Devices
- Network Devices (SSH & Telnet)
- Systems both inside and outside the firewall
- Both attended & unattended systems

Bomgar's breadth of system support eliminates the need for multiple remote access solutions, increasing manageability along with security. And Bomgar can be used by your internal support staff as well as your vendors, enabling you to remotely support your entire organization with one secure solution.