



File Transfer: Necessary for Remote Support

Transferring files is often a support necessity. In fact, much of the work support reps do could be summarized as replacing bad files (corrupt, outdated, malware) with good ones.

Bomgar offers secure and comprehensive file transfer as part of its remote support solution. Both the customer and the support technician can initiate file transfers. However, the administrator can also control file transfer. Both the direction and the destination of file transfers can be controlled centrally.

File transfer uses:

- **Install updates and patches quickly.**
- **Pull log files from a user's system.**
- **Remap a directory for a remote customer.**
- **Examine a file error message.**

Secure File Transfer

Neither email nor FTP can guarantee file transfer security. Furthermore, SaaS remote support vendors require you to send files through a third-party server, potentially coming in conflict with industry regulations.

All data that is run through Bomgar is secured with 256-AES SSL encryption so you can rest assured that file transfers are protected from outside threats. Moreover, since Bomgar is a secure, on-premise appliance, all data stays internal to your company.

Permission-Based Access to Files

Bomgar gives administrators granular access control over what reps can do when supporting users remotely. File transfer is completely permission-based. Administrators can grant full access to the systems reps support or they can define permissions for relevant files and directories.

Administrators can also limit file transfer permissions to allow reps only upload or download privileges to prevent reps having full control of the remote file system.

Administrators can apply file transfer permissions to individual users or groups in Bomgar. For instance, if you don't want your Tier-1 reps to have access to download files from a customer's computer; you can limit their privileges to upload only.

How File Transfer Works

Transfer files by using the upload and download buttons or by dragging and dropping files. You can also right click on a file to open or download it directly.

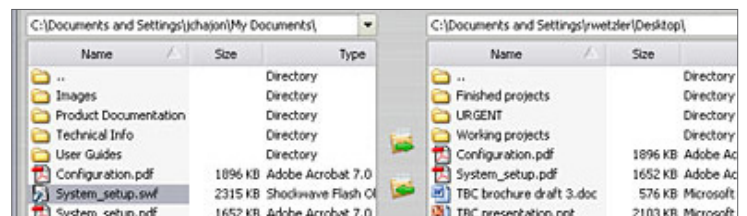


Fig. 1: Bomgar's file transfer feature allows support reps to transfer files securely with a simple drag and drop