

## Integrating Enterprise Remote Support

Because the Bomgar appliance is deployed in your enterprise's datacenter, integration with internal business, process, and security applications is secure and straightforward. Bomgar's integration tools and partners enable you to integrate remote desktop control into your existing support process without creating an additional dataset.

## API, SDK & Integration Client



Bomgar can integrate with your enterprise in any number of ways – from associating remote support sessions with your help desk tickets to tying session recordings to call recordings. Bomgar's Integration Client, API and SDK provide tools and instructions for creating standard integrations that can shave 75% off development time.

## Identity Management Integration



Identity management in the support center is a necessity. Bomgar integrates with LDAP for directory integration so that your reps can log into Bomgar with the same username and password that they use to log into their computer.

Bomgar also supports Kerberos integration for Single Sign On and RADIUS integration for multi-factor authentication using RSA or other security providers.

## Customize Everything



Customize the support request website and customer-facing elements with your brand. Bomgar gives you control over the visual aspects of your interaction with customers, improving your brand recognition and reassuring your customers that they are dealing with you, not your remote support service provider.

"Bomgar's technology is a key component in extending our SAFElink™ service platform and we have realized immediate benefits in creating new services and improving technician efficiency, while sustaining our high level of customer satisfaction and first-time fix rates"

SVP Operations

**PlumChoice**  
Online PC Services

"Integrating Bomgar into our service center gives us the ability to support all customers quickly and effectively."

Vice President of Global Support

**Novell.**

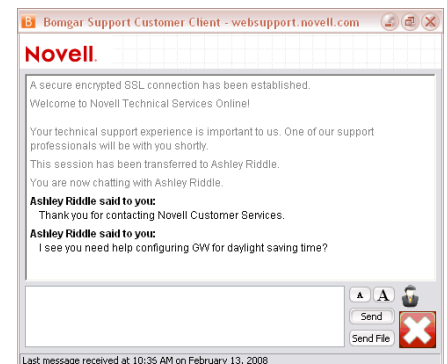


Fig 1: Novell's Branded Chat Window

## Integration Partners

Bomgar enables you to integrate remote support with the leading service desk management vendors, BMC and HP. Bomgar is a Marketzone partner with BMC, a certified partner with HP, and offers the following integrations:

- BMC Remedy Action Request System
- BMC Service Desk Express
- HP Service Manager
- Integrations for iSupport, Hornbill Supportworks, Dell KACE, ServiceNow

"Adding best-of-breed capabilities, such as Bomgar, to the BMC solution portfolio accelerates our customers' ability to improve support processes and efficiencies, as well as better serve the businesses and customers they are supporting."

VP of Technology Alliance and Marketzone Programs, BMC

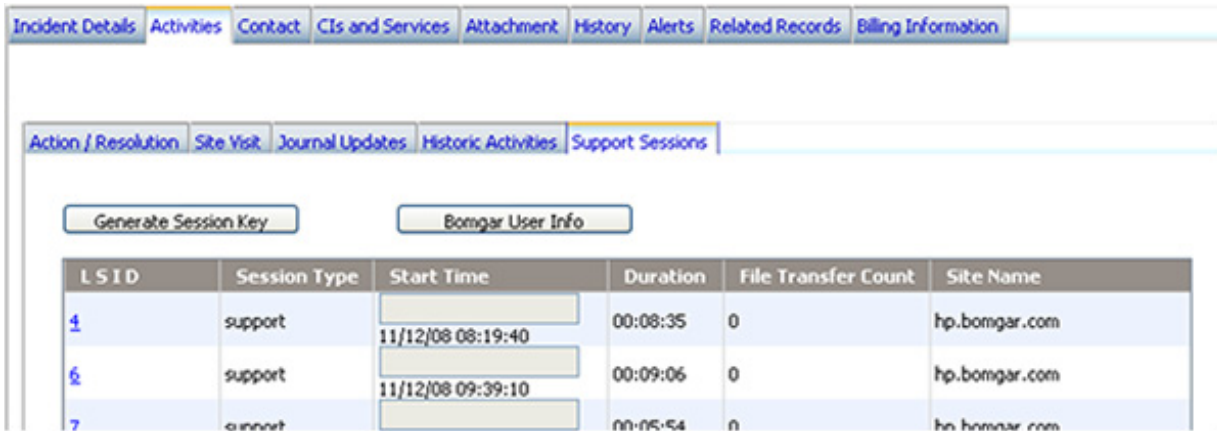


Fig. 2: Begin a remote support session from an open ticket in HP Service Manager

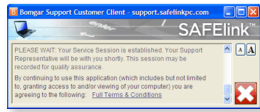


### Start Your Free PC Health Check

To begin your free consultation, AT&T Tech Support 360™ will need to connect to your computer through a software tool called SAFElink™.

This 100% secure process allows our specialists to scan your computer and analyze its status, to give you the most accurate recommendations and optimal service during the consultation.

The process is simple! Just click **RUN**, **RUN** and **ACCEPT**, and then you'll be the next in line to speak with one of our certified and specially trained U.S. techs.



When you get this window, **PLEASE WAIT!**  
A tech will be with you shortly!

Note: our technicians are available via chat 24 hours a day, 7 days a week.

[Start Live Chat](#)

Already a user and want to schedule your service? Please go to your My 360 Account Page to schedule.  
If you have trouble connecting, please contact us at: 877.888.7360.

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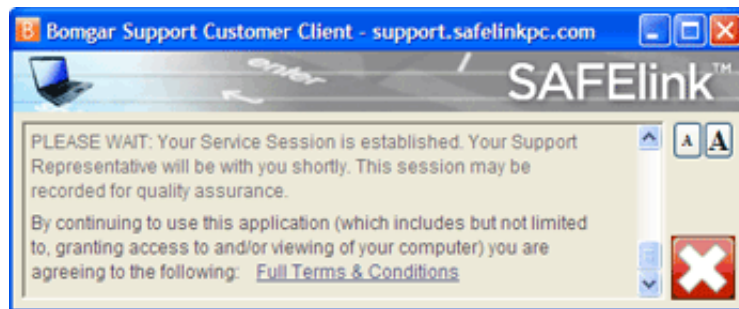


Fig 3: Branded Chat Window for SAFElink