



Connect to Every System - Even Unattended Ones

In many support scenarios, the user is in front of the troubled computer and can initiate remote support. However, many support scenarios do not fit this mold, and the vast majority of remote support products provide functionality for only one situation or the other.

The service desk may be able to count on the user's help, but for proactive support on managed workstations, routine maintenance on back-end servers, and fast response to kiosk or point of sale system problems, your technicians need remote access when no one else is there, no matter where the system is.

And, sometimes support requires both at the same time: the user initiating remote support with the technician and the technician initiating remote support with an unattended, back-end system.

Bomgar's Jump Technology is an innovative solution for supporting any unattended computer. Jump has both a client-based and a clientless solution that connects a rep virtually to an unattended system on any network – securely.

Security for Jump is controlled centrally through the Bomgar appliance in your datacenter. Every click and keystroke of the unattended session is recorded and logged, so you have a complete audit trail.

No New Licenses

Jump is included in every concurrent Bomgar license, so you don't pay additional licensing fees. You can install the Jump Client on as many remote systems as necessary.

How Jump Works

Jump offers support reps two means of virtually accessing remote computers – client-based and clientless.

Jump Client: Any Network, Any Platform

Installing Bomgar's Jump Client gives you unattended access to any system Bomgar supports anywhere in the world: a user's Mac workstation after hours, a back-office Linux server or interactive, Windows-based kiosks and POS systems.

You can deploy the Jump Client during a Bomgar session, or you can email the client download to multiple computers at once. Once the Jump Client is installed, the technician can Jump to that remote system and provide unattended support anytime.

Jumpoint: Extend Jump Clientlessly

By installing Jumpoints within each of your network locations, you can access unattended Windows desktops or servers on these networks, without installing software on each end system. The Jumpoint acts as a secure conduit to the remote network enabling you to gain remote access easily to unattended systems. You just select the Jumpoint, and then navigate to the remote system through the directory. Jumpoint works with your existing security since technicians must log in to remote systems through the Jumpoint using the system's administrative or local credentials. This functionality is particularly helpful in supporting systems in computer labs or at branch offices and helps you spread your IT resources virtually, not physically.

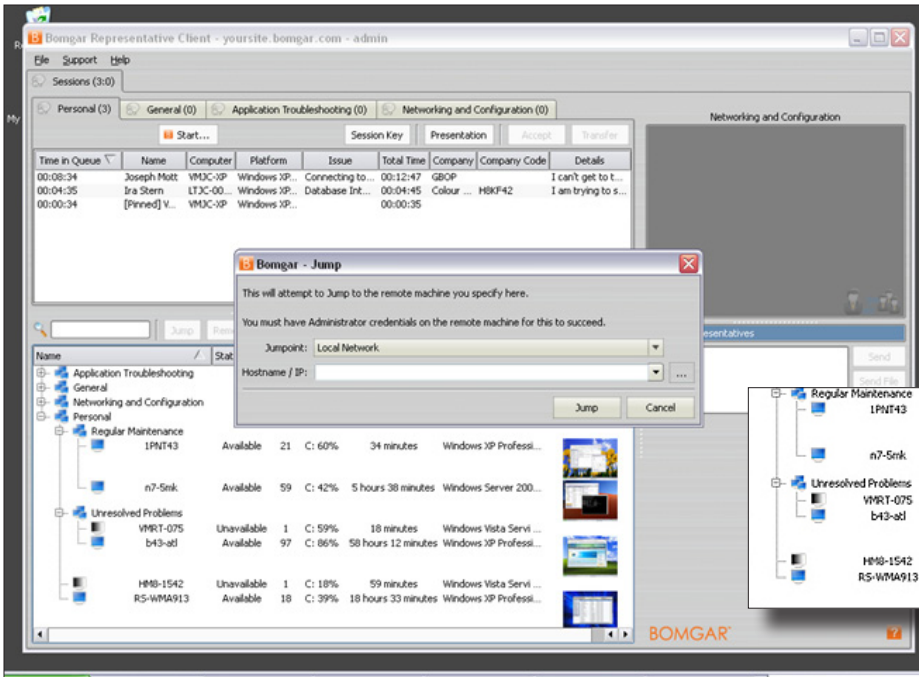


Fig. 1: This figure shows how Jumpoint works. The Jumpoint acts as a secure conduit to unattended Windows systems on remote networks. Installing Jumpoints on your remote servers allows support reps to support remote systems more easily without costly travel.

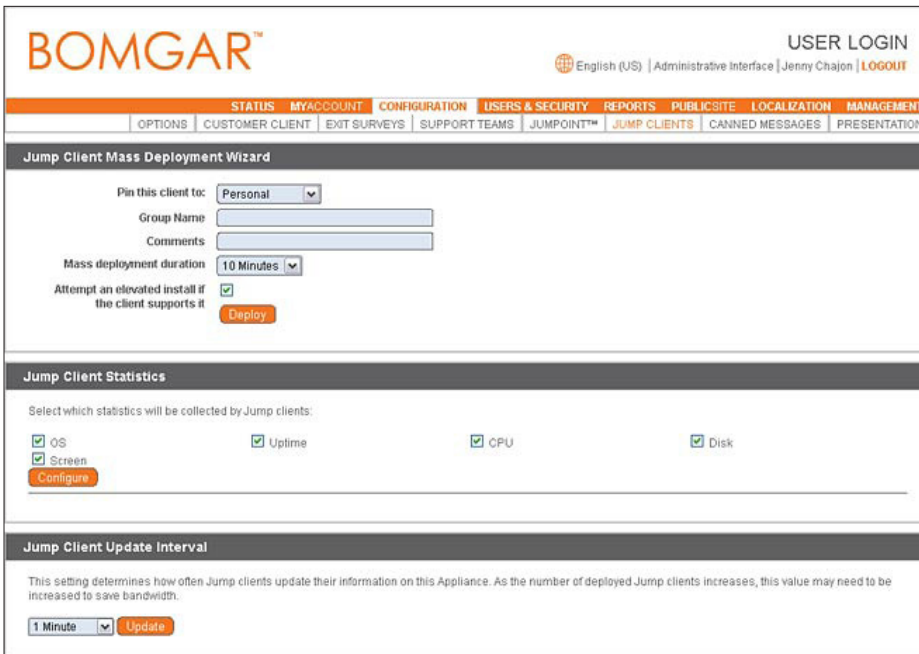


Fig. 2: Jump Clients can be deployed on a mass basis with Bomgar's Client Mass Deployment Wizard. This action is automated with the mass deployment wizard. Reps can access any unattended remote system once the Jump Client is installed, regardless of operating system.

