



Comprehensive Linux Support

Companies have long used Linux for critical applications on back-end servers and on the desktops of technical power-users. Now, with the advent of more user-friendly distributions like Ubuntu, Linux is moving from its traditional roles to netbooks and laptops. With the critical role Linux plays within your IT infrastructure, Linux remote support is a critical need.

With four distributions of Linux supported, Bomgar offers the most comprehensive Linux support available. In addition, while some remote support solutions stop with basic support for Linux, Bomgar offers largely the same functionality for Linux as it does for Windows and Mac. Plus, Bomgar's web-enabled architecture means that you can support any Linux system anywhere without any configuration, and its appliance-based deployment model ensures that sensitive system or user data stays securely within your company's control.

Web-Enabled Linux Remote Access & Support

Bomgar works seamlessly through corporate firewalls without requiring a VPN or other configuration. With Bomgar, technicians can access remote servers and unattended desktops no matter where they may be located.

Additionally, Bomgar sessions can be initiated in seconds without requiring pre-installed software. This means that you can be on the screen in seconds, even if this is your first time to connect to a Linux-based netbook on a WiFi hotspot around the world.

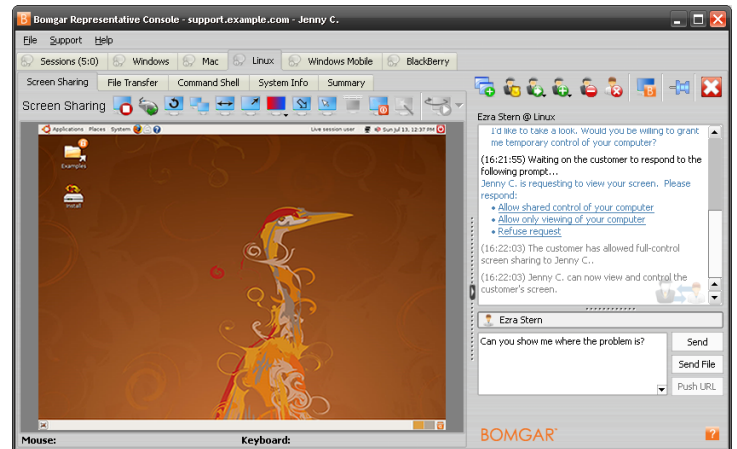


Fig. 1: Reps can connect securely to virtually any Linux system, anywhere in the world, without pre-installed software.

Cross-Platform Support

Bomgar enables the support rep to handle multiple sessions within a tabbed interface. This means that while connected to a Linux server in a back-end datacenter, the technician can also connect to a Windows laptop around the world and figure out why the two systems can't exchange data. Additionally, Bomgar supports Mac, Windows Mobile and Blackberry, so you can connect and support no matter what the operating system.

Centralized Security

Unlike traditional Linux remote control tools, Bomgar enables granular control over technician permissions through individual or group policies by integrating with internal directories using LDAP, RADIUS, Kerberos or other security providers. In addition to controlling access, Bomgar also records every session in video format so that companies can audit every click and keystroke of every session, ensuring the integrity of system data. This is why enterprise organizations like Novell in software and Zappos in retail use Bomgar to support their Linux customers, users and infrastructure.

Bomgar even enables administrators to create separate groups for vendor access (called Embassy), ensuring that both internal and external system access is centrally controlled and auditable.



Scripts & Tools

Almost any task in Linux can be performed with a script. With Bomgar, you can create, organize and catalogue any number of pre-built scripts. This enables support center to automate routine diagnostics, troubleshooting and remediation. Scripts can also reference a file for more robust tasks such as installing software. This functionality works on Linux as well as other platforms and can be shared across teams to ensure that every rep is using best practices.

In addition to scripts, Bomgar offers numerous shortcuts and tools that speed and automate Linux support.

- **File Transfer:** Drag-and-drop files to and from the remote computer.
- **Reboot and Reconnect:** Reboot and auto reconnect to the remote computer with no end-user present.
- **Command Shell:** Troubleshoot deeper into the remote Linux system.
- **System Information:** Access granular system information in one click. [See CPU usage, Drive capacity, etc.]

Escalation & Integration

Bomgar's centralized, appliance-based model enables you to integrate Bomgar securely into your internal systems and integrate Linux support into your larger support systems and processes. Bomgar offers pre-built connectors to four service desk management platforms from HP and BMC as well as a robust API and software development kit. Using these integration tools, you can keep all of your incident data in one place by associating Bomgar sessions with your incident IDs. If a session needs to be escalated, the Bomgar rep can transfer or share the session with another rep or another team, enabling reps from all over the company to be on the same screen as the problem.