



Smartphone Support

As technology has evolved, more and more of a user's work is done on a different type of computer: the smartphone. Originally introduced with little more than email, these devices have evolved to include robust applications and complex configuration and networking parameters.

For many telecom carriers supporting wireless customers, not being able to support a smartphone directly on the screen can mean a returned device and an unhappy customer. For the enterprise, inadequate smartphone support can mean unproductive salespeople and irritated executives.

For years, PC support has been done remotely using a variety of tools. However, it is ironic that most remote support tools have not adapted to support smartphones – the most remote of remote systems.

Bomgar solves these problems with a remote support solution that connects securely to smartphones, no matter where the user is located. Bomgar's enables you to

- Support BlackBerry devices running OS v4.3 and up
- Support devices running Windows Mobile 5.0, 6 and 6.1
- Integrate smartphone support with the leading services management systems: HP and BMC

Remote Support for BlackBerry

Bomgar enables you to gain control of BlackBerry devices with no pre-installed client. Connect to the end-user no matter where they are located.

Remote support of a BlackBerry smartphone is very similar to supporting a remote computer. With Bomgar, support technicians can:

- Chat with the customer and view the screen
- Control the BlackBerry keys & trackball
- View the smartphone system information [e.g., memory, battery life, software version, etc.]
- Support BlackBerry devices using the BlackBerry Enterprise Server (BES) or BlackBerry Internet Service (BIS)

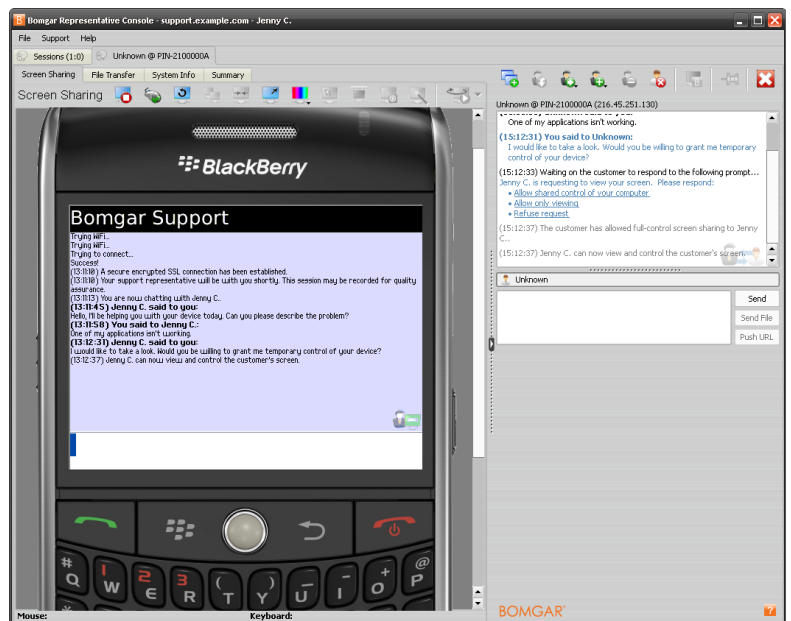


Fig. 1: Controlling a BlackBerry smartphone from the Rep Console.



Remote Support for Windows Mobile

Bomgar enables you to gain control of Windows Mobile smartphones with no pre-installed client. Connect to the end-user no matter where they are located.

Remote control of smartphones running Windows Mobile is very similar to supporting a remote computer. With Bomgar, support reps can:

- Chat with the customer and view the screen
- Use the mouse to control the keys & trackball
- View the smartphone system information [e.g., memory, battery life, software version, etc.]

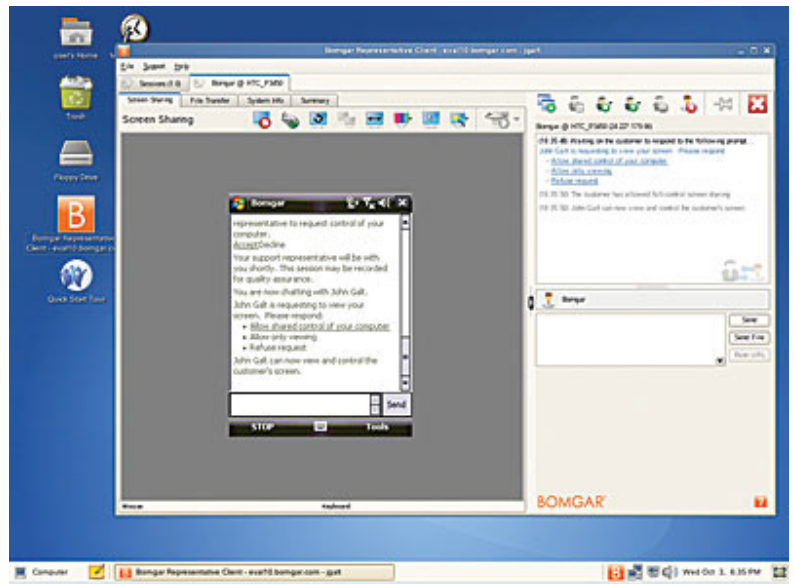


Fig. 1: Representative Console running on SUSE Linux controlling a Windows Mobile smartphone

See Both Screens



In addition to supporting BlackBerry and Windows Mobile, Bomgar supports all versions of Windows from 95-Vista, Mac OS X and multiple distributions of Linux. With Bomgar, the technician can be in front of the smartphone's screen along with the computer it is connected to, no matter what the operating system. Bomgar even allows support for multiple handhelds along with multiple computers simultaneously, each in a separate tab.

Integrate Smartphone Support with Leading Service Desk Systems

Bomgar integrates with solutions from leading service desk vendors, HP and BMC. By integrating with these systems, support reps can launch a remote support session – with full keyboard and mouse control – from a ticket in the service desk platform.

Bomgar logs all session data, including chat transcripts, file transfers and support actions, in the service desk application.

Bomgar integrates smartphone support with

- BMC Remedy and Service Desk Express
- HP Service Manager and Service Desk

