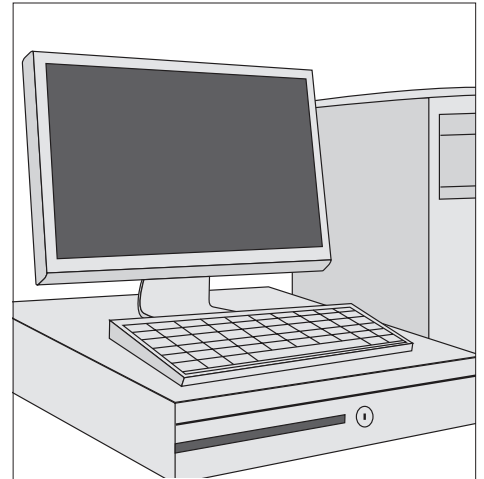


BOMGAR™



# USING BOMGAR TO SUPPORT KIOSKS & POS SYSTEMS

# Using Bomgar to Support Kiosk and Point of Sale Systems

## Challenges of Supporting Interactive Kiosks & POS Terminals

Because of their geographically distributed nature along with the limited nature of their interfaces, kiosks and point of sale systems present unique challenges for remote support. Many such systems are unattended in remote locations, separated from the organization's main network by a local firewall.

If a user is present at the terminal, he or she is unlikely able to assist the tech support rep in gaining remote access due to restrictions on certain types of interaction. Even systems with less restrictive profiles are often used by non-technical personnel, who may have difficulty locating the system's IP address or other required access information. Clearly, a specialized solution is needed that can address the remote access requirements of kiosks and point of sale systems:

### Web Enablement

Kiosks and point of sale systems can be spread all over, and there is no guarantee that a VPN connects the network of the kiosk with the network of the support center. For this reason, point-to-point products like VNC and pcAnywhere™ are of only limited value. Without the ability to bridge transparently through firewalls, these tools are of value only in the few situations where the technician and the system are on the same network or connected by a VPN.

### Unattended Access

Many products that are designed to work via the web, bridging corporate firewalls, only allow access to attended systems, where a user is present to initiate remote control. This limitation means that unless the user is able to access the features of the operating system underlying the front-end console, the technician is unable to gain access. For some systems this would be an inconvenience, but for others, it might leave the kiosk non-functional for days, awaiting repairs.

### Security

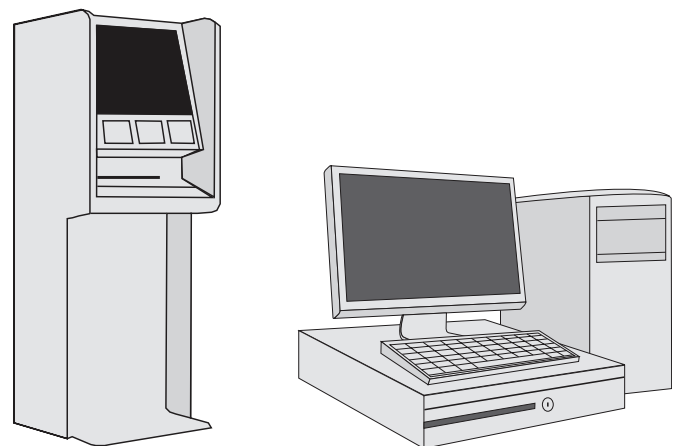
A technician accessing an interactive kiosk or POS terminal for repairs may also have access to some or all of the data inputted by the user. Since many remote access tools do not support logging or auditing of session activity or events, this cuts against the grain of regulations governing security requirements, such as PCI for credit card transactions, or other regulations governing user privacy, such as HIPAA. The compliance of the entire organization is put at risk by a failure to audit remote access.

### Licensing

The vast majority of remote access products require a license for every system accessed. In an internal support scenario where the number of incidents per system may be very high, this arrangement may scale. However, since kiosks and POS systems severely limit the user's range of interactivity, the number of things that can break is also limited. This means kiosks and POS systems have relatively fewer incidents per system. Buying a remote control software license for a system that may only need support a few times per month or year is not cost-effective.

### Conclusion

Supporting interactive kiosks and point of sale terminals presents unique challenges for access, security, and software licensing. The need for real-time access must be weighed together with the requirements for regulatory compliance and data security. This balance must be struck within a scalable model that does not require a costly and inflexible software infrastructure.



## Supporting Kiosks and Point-of-Sale Systems with Bomgar

As a solution for remote support of interactive kiosk and POS terminals, Bomgar provides easy, scalable access to hundreds or thousands of systems. Bomgar can be configured either to require the user to initiate the support session or to enable access completely without the user's involvement. Bomgar's industry-leading security ensures that sensitive data stays secure. And with Bomgar's concurrent licensing – based on the number of technicians, not the number of systems – you can be sure of having access to the software without paying for unused licenses.



### Web-Enabled Remote Support

Bomgar works transparently through firewalls without configuration, so you can gain access to any system, even if it is behind a firewall you don't control. Bomgar's Jump Zone Proxy feature makes it possible for technicians to access kiosks and point of sale systems over the internet, even if the systems themselves have no native connection to the web.



### Anytime or User-Initiated Access

Bomgar gives you the options both of a lightweight on-demand applet for user-initiated access and a pre-installed client for anytime access. Bomgar's anytime access technology, called Jump, enables you to group and organize any number of remote systems and gain access through the web with just a click.



### Access Locked-Down Systems Behind the Firewall

Bomgar enables remote support for POS [point-of-sale] systems, locked-down desktops or other computers that lack native internet access. Because Bomgar can function as a broker or proxy, technicians can gain remote access to systems that would otherwise be unreachable.



### Industry-Leading Security

Fortune 500 organizations like Humana in healthcare and Fiserv in financial services use Bomgar for remote support. Bomgar enables granular control over technician permissions through individual or group policies integrated with your own internal directory using LDAP, RADIUS, Kerberos, or other security providers. Beyond controlling access, Bomgar gives you the capability to record every session in video format so that you can audit every click and keystroke of every session, ensuring the privacy of your users and the integrity of system data.



### Concurrent Licensing

Bomgar's concurrent licensing model means that you only pay for the licenses that you will use at the same time. Licensing per concurrent technician is much more cost effective than licensing per remote system. Even with thousands of systems and hundreds of reps, you only pay for logged-in technicians.

## A Consolidated Solution

With a broad range of remote support solutions, the same solution you use to support kiosks and POS terminals can be used in other parts of your organization as well. Bomgar offers remote support solutions for:

- Customer Support
- Supporting your IT Infrastructure
- Mac, Linux and Smartphone Support
- Support from the Service Desk
- Online Training and Demos
- Vendor Access Management