

Securing Support for State Government Agencies

The Challenge

State agencies, committees and commissions face increasing pressure to do more with less. The support team within state agencies usually feels this pressure more than other groups do because its performance directly impacts overall productivity. A delay in support responsiveness can slow down the entire organization.

However, agencies confront a number of barriers to offering support quickly and securely. Not only have the number of agency offices and regional locations increased, but so have mobile staff and teleworkers. Connecting the right support specialist with each support incident in a timely manner can be a daunting challenge.

Some agencies attempt to overcome the challenge with legacy remote access tools, such as RDP. However, these remote support tools often:

- Provide little or no audit trail
- Only support one operating system
- Do not work through firewalls
- Route & store sensitive data with a third party.

In fact, most of the current remote support options available have no built-in logging and reporting mechanisms. With current tools, it is often impossible to audit and secure remote support activity.

How can your agency:

- Deploy IT specialists where they are needed quickly
- Support remote locations securely and cost-effectively
- Fulfill regulatory compliance requirements
- Prevent internal and external information security breaches
- Find a single solution that works with all systems

The Solution

Bomgar helps state agencies overcome these challenges with virtual support. We connect your support staff to end users and systems through firewalls regardless of physical location or platform. Virtual support lets IT managers deploy specialists effectively, without regard for physical or technical constraints.

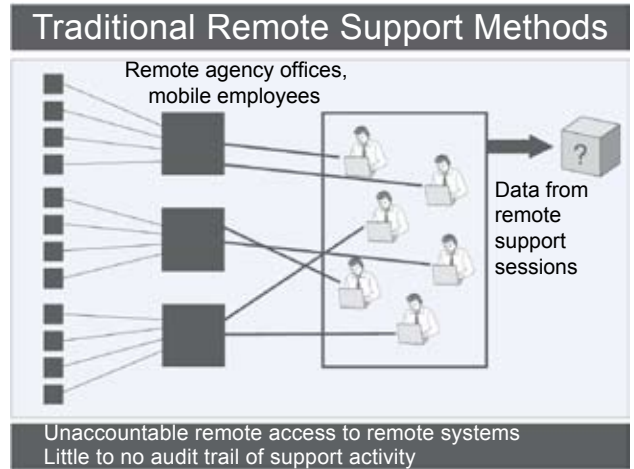
Bomgar acts as a centralized access point for every incident. Every Bomgar session is logged and recorded, so security-conscious agencies can preserve the highest level of accountability and security, even when supporting remote offices and mobile employees.

Bomgar overcomes support challenges by allowing agencies to:

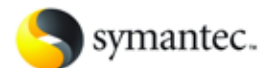
- Distribute specialists fluidly, regardless of location
- Support remote agency offices without traveling on-site
- Automate a detailed audit trail for stronger compliance
- Achieve a stronger compliance posture, keeping all data in house
- Replace multiple remote support tools with one secure solution

“We have a number of employees who telecommute. Bomgar allows us to connect and provide assistance to those individuals, even if they are working on a home computer.”

U.S. Department of Labor



Bomgar has been “designed and implemented with security best practices in mind.”



Results

Bomgar gives organizations the ability to perform two critical tasks almost as soon as it is deployed:

1. Connect Virtually

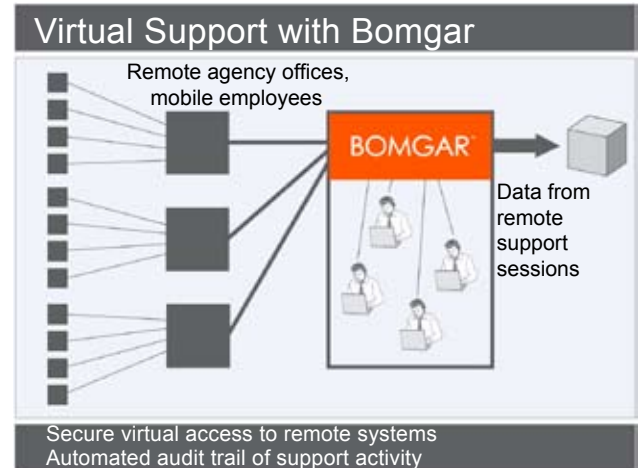
Right away, your support staff will have access to almost any system, whether Windows, Mac or Linux, attended or unattended. Even Blackberries¹ and Windows Mobile devices are supported. Bomgar connects support staff with end-users and systems without concern for firewalls, operating systems, geographic location or other variables.

2. Automate Accountability

Bomgar instantly makes support activity auditable and accountable. With Bomgar's built-in logging and recording, administrators go from having very little information about support activity to having exhaustive detail at their fingertips. This level of visibility combined with granular control of support rep access privileges helps to guard against information security breaches.

Both state and federal government agencies, including divisions of GSA, are seeing powerful results with Bomgar:

- 80% more support requests resolved remotely
- Time-to-resolutions cut by 70%
- Replaced multiple legacy remote access tools with one solution
- Enabled secure, enterprise-class support for remote employees
- Consolidated multiple support tools with a unified solution



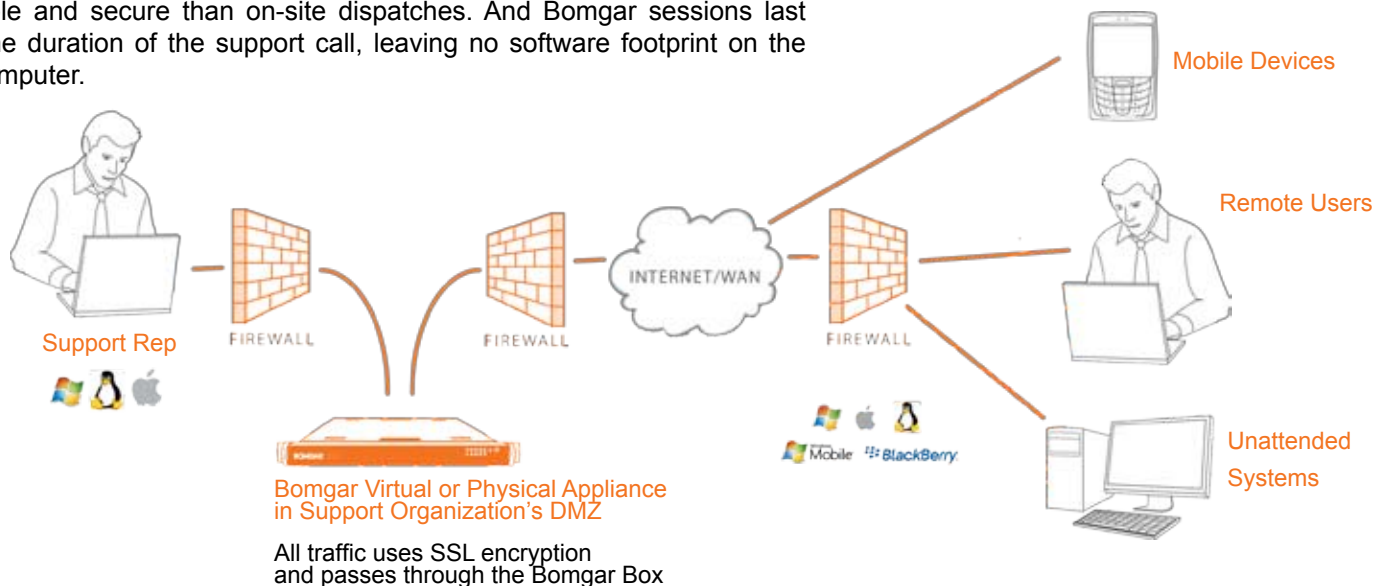
“As the government becomes more security compliant, [Bomgar] continues to look better and better.”
A Division of GSA



How Bomgar Works

Bomgar works transparently through firewalls, giving support reps virtual access to remote computers whether they are attended or not. Using Bomgar, a support rep can control the mouse and keyboard of remote computers. This enables support staff to take virtual trips to remote sites and work as if physically present.

Bomgar records and logs every session, ensuring that virtual support is more accountable and secure than on-site dispatches. And Bomgar sessions last only for the duration of the support call, leaving no software footprint on the remote computer.



1. Remote support for Blackberry is available in 1/09.