

Integrated Remote Support for Dell KACE



MAXIMIZE IT SUPPORT EFFICIENCY – INTEGRATE WITH BOMGAR

Support and IT organizations using the Dell KACE K1000 Management Appliance can now integrate with Bomgar to improve service levels, centralize support processes and strengthen compliance. Bomgar's integration with the Dell KACE Management Appliance increases the effectiveness of your technicians with robust remote support, secure chat and incident based mobile device support.

REMOTE SUPPORT SPEEDS RESOLUTION AND CUTS COSTS

Bomgar's integration with Dell KACE allows a support representative to launch a secure remote support session directly from the service desk and inventory features to immediately begin remotely diagnosing and resolving a problem—increasing first call resolution rates, shortening call times and eliminating site visits. Bomgar's solution is multi-platform, allowing support technicians to remotely support desktops, laptops, servers and mobile devices across operating systems.

DELL KACE SUPPORT CAPABILITIES WITH BOMGAR:

- Single-click, end-user initiated chat/remote support session via email from the K1000 Appliance
- Incoming Bomgar support requests are automatically routed to the least busy technician
- Easy technician access to the associated service desk ticket
- Technician-initiated remote support invitation directly from the service desk ticket
- Single click support session initiation from the K1000 computer inventory page
- Automatic updates of K1000 service desk tickets including Bomgar session work details
- Enhanced ad hoc support session reporting through the K1000 and the Bomgar Appliances
- Automatically jump to a remote system from the K1000 inventory list
- Remotely control and repair blue-screened PCs equipped with Intel® vPro™ Technology

The screenshot displays the Dell KACE Management Center interface. The main content area shows a ticket titled "Ticket TICK:0026" with the following details:

- Title:** VPN Assistance Needed (required)
- Impact:** 1 person inconvenienced
- Category:** Other
- Status:** New
- Priority:** Low
- Owner:** Boatner Blankenstein (Filter: 17)
- Machine:** WIN-2L36E0040TK
- Asset:** WIN-2L36E0040TK
- Bomgar Session:** Please select one... (dropdown menu)
- Due Date:** Please select one... (dropdown menu)
- CC List:** Send Request (checked), None (checked)
- Created:** 2011/10/26 08:18:00
- Modified:** 2011/10/28 15:30:24

On the right side, there is a "Ticket Notes" section with the following text:

Ticket Notes

The CC List is a comma-separated list of additional email addresses who are interested in changes to this ticket.

Owners only will only be visible to users with access to their own tickets.

Use **Find Relevant Articles** to quickly search the Knowledge Base using the title of this ticket as the search string.

The **See Also** list allows you to add links to related tickets. When editing this list, enter the ticket numbers as comma-separated integers.

Service Desk Efficiency: Rep can start and view Bomgar support sessions associated with a ticket.

PROMOTE SELF-SERVICE WITH SECURE CHAT & REMOTE SUPPORT

With Bomgar, support representatives can communicate securely with customers and other team members. Bomgar records chat transcripts and full session details, ensuring the audit trail is complete. Transcripts of the sessions are automatically saved in service desk tickets where they can be easily reviewed by technicians and managers.

- **Chat** with customers and other support technicians or teams
- **Create** and send pre-scripted canned messages
- **Send** useful URL links to the remote customer
- **Elevate** from chat to full remote support with just one click

IMPROVE SERVICE LEVELS & CUSTOMER SATISFACTION

Monitor customer satisfaction and support performance with Bomgar's customizable surveys. Administrators can survey both the customer and the support technician at the end of each remote support session.

- **Increase** response rate with immediate survey delivery after each session
- **Customize** the survey format
- **Create** separate surveys for customers and technicians
- **Create** unique surveys for each of your customer groups

ASSURE DATA SECURITY & COMPLIANCE

Bomgar's appliance-based architecture keeps sensitive remote support logs and screen sharing recordings in-house, rather than routing them through a third-party. Maintain an automated, detailed audit trail with Bomgar's security-tested appliance.

- **Secure** remote access to internal systems
- **Automated** record of every remote support session

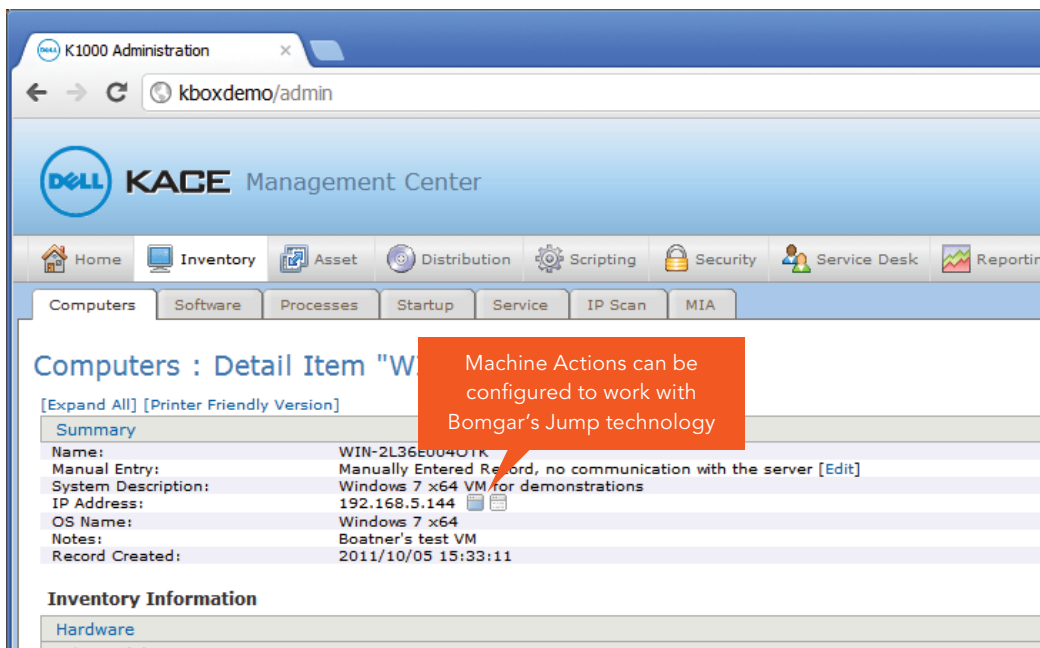
INCREASE EFFECTIVENESS, EFFICIENCY & RETENTION OF TALENT

Bomgar lets technicians work directly with the systems they're supporting - from anywhere. Eliminate travel costs, lower your cost per call, and allow staff to serve customers regardless of location.

REMOTELY RESOLVE ISSUES BELOW THE OPERATING SYSTEM WITH INTEL VPRO TECHNOLOGY

Leverage Dell KACE to discover and provision all of your vPro systems. Bomgar then enables you to directly access them and resolve issues that would otherwise require on-site visits.

- **Access** your Intel vPro-enabled device via Bomgar directly from your KACE Inventory
- **Control** the remote system below the operating system with Power Off/On, BIOS access, remote KVM, IDE-R, and Reboot to PXE (Network)
- **Take** action to resolve issues otherwise not possible remotely, such as diagnosing a Windows "blue-screen," or completely reimaging the troubled system.



Remote Support: Bomgar integrates seamlessly with the Dell KACE appliance.

**Multi-Session Control**

- Tabbed interface for easy multi-tasking
- Troubleshoot multiple systems at once
- Reboot and reconnect (even in Safe Mode)

**Presentation Mode**

- Show rep's screen to 15 people
- Train remote customers / employees
- Record videos of training sessions

**Scripts**

- Create and organize pre-built scripts
- Automate routine troubleshooting
- Share scripts across teams

**Escalate / Collaborate**

- Share / transfer sessions with other reps or outside vendors
- "Rep invite" for escorted guest tech access
- Chat with team members

**File Transfer**

- Drag-and-drop files
- Enable / Disable file transfer for individual reps or teams

**Jump Technology**

- Access unattended servers or desktops
- Instant multi-platform remote access (via pre-installed Jump Client)
- Clientless remote access for Windows systems (via Jumpoint)

View a full list of features at www.bomgar.com

"Our Bomgar partnership is derived from a common vision - bringing innovative and robust appliance-based technology to market, which can be easily deployed by organizations of all sizes. We continue to expand our suite of automation and security solutions - providing customers with unmatched systems management and remote desktop control."

MARTY KACIN - EXECUTIVE DIRECTOR, DEV. ENGINEERING, DELL KACE

BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient remote support solution available. Our Professional Services help drive efficiency, productivity, security and higher return on investment in the Bomgar solution.

Visit www.bomgar.com/services

DELL KACE SYSTEM MANAGEMENT APPLIANCES

KACE Appliances are available as both physical and virtual appliances, providing customers with a variety of deployment options and allowing them to leverage their investment in VMware Infrastructure.

Visit www.dell.com/KACE

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company's appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 6,500 organizations across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.

GET STARTED

Gain efficiency, productivity and a faster return on investment from your support desk ticketing system with Bomgar's Dell KACE integration.

TO GET STARTED: Please contact your Sales Account Manager today at 866.205.3650

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