

SUPPORTING GOVERNMENT ORGANIZATIONS

Secure access to critical systems and support remote employees while protecting sensitive data from cyberattacks.



The Challenge

Organizations within the public sector are continuously challenged to manage and support critical systems and personnel, while protecting sensitive data from relentless cyberattacks. As consumer technology finds its way into the workplace, and people spend more time working outside a physical office, government IT organizations are challenged to support a dispersed workforce and manage a wider range of platforms and devices. Although they're being asked to "do more," these IT organizations are often left "with less," stretching notoriously tight budgets while being asked to serve and protect the public.

The Bomgar Solution

Bomgar's Secure Access solutions enable security and support professionals in the public sector to access remote systems and mobile devices quickly and securely. Bomgar's FIPS-compliant solutions are all powered by its cryptographic engine which is built with FIPS-validated components, and is trusted by hundreds of federal and local governments, as well as military and police forces around the world.



REMOTE SUPPORT

Connect securely to any remote desktop, server, or mobile device to support employees, contractors, and troops around the world.



PRIVILEGED ACCESS

Secure and control privileged insider and third-party contractor access to critical systems.



VAULT

Secure, manage, and administer shared credentials for privileged users and rotate passwords to improve security and compliance.



VERIFY

Implement easy, tokenless two factor authentication for privileged users.

Why Choose Bomgar?



- Increase security, meet strict compliance regulations, such as CJIS, and complement Smart Card (PIV/CAC) technology.
- Robust features like click-to-chat, Bomgar InSight, and a no-download required Web Access Console make your user's jobs easier.
- Integrate with dozens of solutions such as ServiceNow, BMC, Ivanti and more, or build your own integration with the open Bomgar API.
- Integrate with Directory Services: LDAP(s), Active Directory, RADIUS and Kerberos.
- Bomgar works on Windows, Mac, and Linux — and we don't charge extra for iOS (iPad/iPhone) or Android support.

Bomgar In Action: Wilkes County, North Carolina

Maintaining HIPAA & Security Compliance with Bomgar

BUSINESS PROBLEM

- Wilkes County needed a secure way to support users and systems across the county.
- An on-premises appliance option was important because of CJIS compliance for the FBI and HIPAA for the health department.

SCOPE

- Wilkes County's IT department supports approximately 400 county employees and 700 computers, servers and other devices located in 17 county sites.
- Before Bomgar, the IT department used Windows built-in freeware tools to provide remote support to users.

RESULTS

- Having the Bomgar solution has dramatically reduced the amount of time spent traveling to county locations and enables Wilkes County IT Department to be compliant with security mandates.



"As our county government continues to grow, I know I have a remote support solution in place that ensures secure, effective remote assistance for our users. The bottom line is that Bomgar just makes my job a whole lot easier."

GREG ADAMS,
IT SYSTEMS ADMINISTRATOR

9/11 MEMORIAL

"With Bomgar, our technicians have access to mission critical systems no matter where they are or what time it is. We can access Bomgar from an iPhone, iPad or laptop, whether we are at home, at a conference or anywhere else."

SEAN ANDERSON, CHIEF TECHNOLOGY OFFICER

Used by **Over 880** Government Organizations Around the World



**US Army Corps
of Engineers.**

bruderhausDIAKONIE
Stiftung Gustav Werner und Haus am Berg

ABOUT BOMGAR

Bomgar is the leader in Secure Access solutions that empower businesses. Bomgar's leading remote support, privileged access management, and identity management solutions help support and security professionals improve productivity and security by enabling secure, controlled connections to any system or device, anywhere in the world. More than 12,000 organizations across 80 countries use Bomgar to deliver superior support services and reduce threats to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris, and Singapore. Connect with Bomgar at www.bomgar.com.