

# SUPPORTING FINANCE & INSURANCE INSTITUTIONS

Access, manage, and support remote systems, while protecting critical data from cyberattacks.



## The Challenge

Finance and insurance organizations are striving to provide cutting-edge technology and services to employees and customers, while maintaining the highest levels of security and combatting constant cyberattacks. The technology environment in the finance and insurance industry has become highly distributed, with more branch offices and regional locations, a rising number of remote and mobile workers, and customer-facing web portals and apps. IT and customer support organizations need secure ways to access employees, customers, and critical systems, while adhering to strict compliance regulations, such as PCI and HIPAA.

## The Bomgar Solution

Bomgar's Secure Access solutions enable security and support professionals within finance and insurance organizations to access remote systems, mobile devices, portals, and apps quickly and securely. Leading banks, financial services firms, and insurance providers around the world use Bomgar to support employees and customers and secure privileged access by insiders and vendors.



### REMOTE SUPPORT

Connect securely to any remote desktop, server, or mobile device to support employees & customers around the world.



### PRIVILEGED ACCESS

Secure and control privileged insider and third-party access to critical systems, and meet compliance mandates.



### 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 to protect systems and adhere to regulations.



## Why Choose Bomgar?

- Robust features like click-to-chat, Bomgar InSight remote camera sharing, 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.
- Increase security and meet strict compliance regulations such as PCI and HIPAA.

## Bomgar In Action: Fiserv

IT Outsourcer Virtualizes Support Staff & Lowers Travel Costs with Bomgar

### BUSINESS PROBLEM

- Using remote support tools for troubleshooting and customer support, but it was common for staff to spend up to two weeks a month traveling to client sites to conduct training and install software.
- Clients showing interest for virtual install and maintenance options.

### SCOPE

- Fortune 500 company that provides information management systems and services to the financial and insurance industries.
- Fiserv has 50-100 employees dedicated to providing remote support.

### RESULTS

- Increased customer satisfaction and able to provide more flexible implementation packages for customers.
- Increased employee productivity and cost savings associated with travel costs.



“The Bomgar solution has enabled Fiserv staff to increase access to remote users by more than 300%, of which 27% is revenue generating, and improve overall customer satisfaction.”

PHIL DEMUTH,  
VP OF INTERNAL SYSTEMS

# AFG

“Bomgar takes the stress away from our customers. They no longer have to follow instructions from the support staff. Customers are pleased to see us working on their problems directly.”

PAUL BLACKMAN, IT INFRASTRUCTURE MANAGER

Used by **Over 1,140** Finance & Insurance Organizations Around the World



## 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](http://www.bomgar.com).