Enabling Managed Service Providers to Improve & Expand Support

Today’s managed service providers (MSP) are expected to provide high-quality services, strong security, and real-time support across a complex landscape of infrastructure, devices, and applications—all within an economical budget. As competition heats up, MSPs need ways to not only increase internal efficiencies, but also improve their customers’ experience and differentiate their offerings to stand out from the crowd.

Unfortunately, many MSPs still use a mix of legacy tools to access customers’ systems remotely, often resulting in inefficient and unreliable support. These basic tools, such as VPNs, also expose the client to security vulnerabilities from the MSP; and vice-versa. Should malware or a malicious hacker breach a clients’ network, they can easily infiltrate the MSP—and potentially other clients—through a VPN tunnel.

Bomgar Remote Support eliminates the need for these legacy access tools with a secure, consolidated remote support solution that works across all platforms and devices. With Bomgar, MSPs can quickly connect to clients’ infrastructure and systems, effectively troubleshoot issues, and capture an audit trail of every activity, all through a completely secure connection. Bomgar not only helps MSPs increase efficiencies and security to exceed SLAs, but also introduce higher tiers of support services to increase profitability and differentiation.

Improve Service Levels

Service providers cater to a variety of clients, all with different needs. There are many basic and free remote access tools in the market that can fill some of these needs, but using separate solutions for each client or task often results in inefficiency and error.

Bomgar Remote Support is a robust solution, arming service providers with a variety of tools in their arsenal to provide efficient, comprehensive support across customers. Some of these benefits include:

- **Multi-platform Support:** Access all of your customers’ systems and devices, including servers, desktops, POS systems, and mobile devices running Linux, Microsoft, Mac, iOS, Android and more from a single console.

- **Reliable Connections:** Connect any time, and every time, to clients' systems located around the world no matter the connection speed.

- **Easy to Use:** Make it easy for techs to access endpoints and customers to request help with embedded links, pre-defined jump clients, and the Bomgar Button.

- **Faster Troubleshooting:** Speed resolution time with screen sharing, integrated chat, annotations, and Bomgar InSight video sharing, which enable technicians to diagnose problems in real time.

- **Seamless Integrations:** Streamline processes by integrating remote support with existing service desk and CRM solutions.
Strengthen Security
Concerns over data breaches as the result of a third-party’s lax security is increasing. If an MSP introduces a security vulnerability to one or more clients it can spell disaster for their business. At the same time, providers must protect themselves from malicious malware or hackers lurking on their customers’ networks. Unlike a VPN, Bomgar Remote Support uses outbound connections from both the technician and the endpoint so there are no vulnerable open ports. The Bomgar proprietary protocol is brokered through a secure appliance so it doesn’t require direct tunnel between the networks. Bomgar also allows you to set granular access controls for each client and record and monitor all remote access activity, so you can satisfy compliance requirements and provide evidence of your employees’ activities if required.

Create Unique Customer Experiences
Bomgar Remote Support allows MSPs to create custom support portals for each customer, organization, or group they support, offering a customized user experience for each client. Portals contain multiple customizable elements, including the look and feel of the customer-facing site, agreements and messages, options customers have to connect, and exit surveys. MSPs can also turn on different permissions and features for clients based on their service agreements and policies. On the back-end technicians can still support all of these clients simultaneously from a single Bomgar console.

Expand Offerings
Service providers can tailor their offerings based on what their customers need by utilizing granular access permissions and customizing features within Bomgar. Some customers may have more basic or infrequent needs, while others have more complex needs that require the attention of multiple administrators. Service and support is not a one size fits all solution. By offering customers tailored solutions, MSPs can make the buying process easier for their prospects as well as increase profitability.

Using the various features and capabilities of Bomgar, support services can be tiered and packaged based on several factors including industry, business need, organization size, and service frequency.

Industry
A Retail customer faces different issues than one in Healthcare. By packaging your services toward specific industries, prospects will feel like they’re receiving services tailored for their unique needs. Bomgar’s rich logging capabilities help organizations meet a variety of compliance regulations, including HIPAA, PCI, NERC, and many more, giving customers peace of mind that you are compliant with their industry regulations and able to produce a detailed audit trail for auditors.

Business need
Are you helping an organization manage their own customers? Or maybe you are helping them troubleshoot internal issues? Difference business needs mean different permissions, different connection preferences, and different communication methods. With multiple options to launch a Bomgar session, the ability to customize the customer portal, and granular permissions options, you can better tailor your services to meet various business requirements.

Size of the organization
It is no surprise that a Fortune 500 company will have a more complex network than a small business. The larger company may also need more robust services, whereas the small company has basic day-to-day needs. The variety and depth of Bomgar’s features allow you to piece together and price custom offerings for SMBs to Enterprises. Chat capabilities may be applicable to a large organization with thousands of external customers whereas screen sharing and annotations may be only what is needed for a small organization faced with internal troubleshooting issues.

Frequency of service
Along with size of the organization comes frequency of service. Bomgar access permissions and processes can be set proactively, enabling your organization to determine what systems your technicians can access, when, for how long, and which activities they can perform while there. Vendor profiles and privileged account permissions can be set in advance, making it just as simple to manage accounts with daily, monthly or ad-hoc support needs.
BOMGAR IN ACTION: INTILITY

Intility is a Norwegian-headquartered company that provides a cloud-based IT platform, which offers unlimited and scalable access to computer, storage, data, network and integrated app services, as well as 24/7 IT management services.

Intility’s 40 first tier support representatives were using a variety of tools, including TeamViewer and Radmin, to provide remote support to its users when an internal analysis of the effectiveness of the company’s remote support capabilities led it to search for a more robust solution. They turned to Bomgar as a solution that would greatly enhance productivity of their support team and better manage operations.

“Our technicians are no longer bogged down trying to establish connections with user devices. Bomgar makes that process seamless for the technician and the user, even if the user is behind a firewall that we don’t control.”

– Robin Jorgensen, Senior Technician for Intility

Differentiate your Business with Bomgar

Managed service providers can differentiate and better position their offerings by integrating Bomgar into their business practices. Bomgar Remote Support provides remote assistance securely through firewalls to any remote desktop, server, POS system, or mobile device. Between ease of use, reliability, integration options, and a focus on security, Bomgar is the remote support solution that can help keep your customers happy and your business thriving.

With more than 10,000 satisfied customers around the world, it is no surprise that Bomgar is ranked #1 for Enterprise Remote Support Solutions by IDC year after year. You can feel confident choosing a solution with a long-standing reputation of being secure and dependable.

To learn more about the features of Bomgar Remote Support and how you can get started with your free trial today, visit www.bomgar.com/remote-support.
ABOUT BOMGAR

Bomgar connects people and technology securely, providing leading remote support and privileged access management solutions that strengthen security while increasing productivity. Bomgar solutions help support and security professionals improve business performance by enabling secure, controlled access to nearly any device or system, anywhere in the world. More than 10,000 organizations across 65 countries use Bomgar to deliver superior support services and manage access to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris, and Singapore. Visit Bomgar at www.bomgar.com.