

## License Comparison by Feature | Bomgar 10.5

Feature Name	Description	License Type		
		Standard	Enterprise	
<b>Multi-Platform Support</b>				
	Customer	Technician		
Windows	Windows 95-Windows 7 Server 2003 Server 2008	Windows 2000-Windows 7 Server 2003 Server 2008	✓	✓
Mac OS X	OS X 10.3 - 10.6	OS X 10.4 - 10.6	✓	✓
Linux	RedHat Enterprise 4, 5 SLED 10, 11 Ubuntu 9.04, 9.10 Fedora Core 11, 12	RedHat Enterprise 5 SLED 10, 11 Ubuntu 9.04, 9.10	✓	✓
Smartphones	BlackBerry OS 4.3 - 5.0	N/A	✓	✓
	Windows Mobile 5.0 - 6.1	N/A	✓	✓
Attended Systems	Laptops, Desktops, Mobile Devices		✓	✓
Unattended Systems	Servers, Kiosks, POS Systems, etc. [Jump Technology]		✓	✓
Network Devices	Routers, Switches and Devices via SSH/Telnet		✓	✓
Multi-Language Support	Translate Bomgar into German, EU Spanish, Latin American Spanish, EU French, Italian, Dutch, EU Portuguese, Brazilian Portuguese, Japanese, and Simplified Chinese; Supports international character sets		English +1 additional language	All available languages
<b>Chat</b>				
Click-to-Chat	Assist website visitors before starting remote support		✓	✓
Customer Client	Brandable chat window; chat during both support and training sessions		✓	✓
Canned Messages, URL/File Push	Store responses to common questions; Push a URL or File through the Chat interface		✓	✓
Team Chat	Collaborate with other support reps or teams		✓	✓
Message Broadcast	Administrators can message all logged-in technicians		✓	✓
<b>User Controls</b>				
View or Control	Give techs full remote control or view only access		✓	✓
Application Sharing	Restrict screen sharing to specific applications		✓	✓
Customer Downloads	Let the customer download the chat transcript and a Flash video of the support session		✓	✓

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<b>Toolset</b>			
Multi-session Support	Run multiple simultaneous support sessions	✓	✓
File Transfer	Access the remote file system for transferring files	✓	✓
Reboot/Auto-reconnect	Reboot and automatically reconnect to remote computer; End-user can specify login credentials	✓	✓
Scripts	Create, upload and run custom scripts	✓	✓
Command Shell	Access the command shell for system diagnostics, network troubleshooting or low-bandwidth support	✓	✓
Special Actions	Access common actions, such as Registry Editor, Event Viewer, System Restore, Control Panel, etc.	✓	✓
Session Notes	Enter notes about support interactions	✓	✓
System Information	View deep system information with one click	✓	✓
Multi-Monitor Support	View multiple monitors on the remote desktop	✓	✓
Training & Presentation	Virtual Pointer, Show-My-Screen and Presentation	✓	✓
<b>Jump Technology</b>			
Jump Client	Access any Windows, Mac or Linux system; add password-protection for security	✓	✓
Scripted Jump	Give third-party applications automated remote access to remote computers	✓	✓
Shell Jump	Connect to SSH/telnet-enabled network devices through a deployed Jumpoint	✓	✓
Jumpoint	Access Windows systems within a network. Connect through proxy servers by storing credentials.	✓	✓
	<i>Time to Live</i> : Set expiration dates for Jumpoints		✓
Jump Zone Proxy	Access systems on a remote network that do not have a native internet connection		✓

<b>Audit Trail</b>			
Support Session Reports for Reps, Teams, or Vendors	Record details of each support session, including a list of files transferred and a complete chat transcript. Report on support activity within a Team or Embassy	✓	✓
Support Summary Reports	See an overview of support activity	✓	✓
Exit Survey Reports	Monitor customer and technician surveys	✓	✓
Syslog Reports	Track administrative configuration changes	✓	✓
Session Recording Videos	Record annotated videos of support sessions, training sessions and command shell sessions	✓	✓
Reporting Permissions	Manage each user's reporting privileges	✓	✓

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<b>Portals</b>			
HTML Template/File Store	Edit the support site HTML and store files referenced	Available for one Portal	Available for multiple Portals
Connection Options	Define how sessions begin for each portal: Session keys, Technician list, Front-end Survey, Click-to-Chat		
Agreements/Messages	Customize messages for each portal: Customer Legal Agreement, Customer Greeting, On Hold Message, Orphaned Session Message and Redirect URL		
Customer Client	Brandable chat window		
Front-end Survey	Use surveys for queue routing		
Exit Surveys	<i>Customer:</i> Monitor customer satisfaction <i>Technician:</i> Require comments on sessions		
Bomgar Button	Customize Bomgar's single-click 'Get support' icon		
Post-Session Redirect	Launch a URL when customers exit a session		✓
<b>Manageability</b>			
MSI Installer	Create MSI installer packages for: Representative Consoles, Jump Clients, Session Recording Viewers, and Bomgar Buttons [Windows only]	✓	✓
User Accounts	Create an unlimited number of named rep accounts	✓	✓
Identification and Authentication	Differentiate users; define authentication requirements per user; define access levels per user	✓	✓
Mass-deploy BlackBerry® Bomgar Buttons	Mass deploy Bomgar Buttons on BlackBerry® Smartphones via the BlackBerry® Enterprise Server (BES)		✓
Appliance Failover	Define and automate redundancy/failover options		✓
Equilibrium	Set rules for automatically routing support request		✓
Access Sponsor	Allow lower tier techs to request elevated privileges without knowing credentials		✓
<b>Teams</b>			
Support Teams	Create support teams based on skill set	✓	✓
Queues	Create queues for routing requests	✓	✓
Collaboration	Define support session sharing and transfer options	✓	✓
Reports	Report on support activity per team	✓	✓
License Monitoring	Receive email alerts on license usage	✓	✓
Allocate/Reserve Licenses	Allocate and reserve licenses for each team		✓
Manage Team Communication	Define how multiple teams may interact		✓
Administrative Dashboard	Oversee support activity within a team, monitor sessions or desktops, and take over or transfer sessions		✓
Special Teams	Create Access Sponsors or Embassy Teams		✓
<b>Vendors and Experts</b>			
Rep Invite	Invite a third-party expert to have one-time, limited access to a shared session	✓	✓
Embassy	Grant limited access to teams of vendors to receive support or utilize vendor's resources in support calls		✓

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<b>Integrations</b>			
API	Integrate with external systems & set API permissions	✓	✓
Backup Integration Client	Scheduled storage of software backups	✓	✓
Identity Management	LDAP/Active Directory	✓	✓
	RADIUS [multi-factor]		✓
	Kerberos [Single Sign-on]		✓
Software Development Kit [SDK]	Create custom integrations for Bomgar's Integration Client		✓
Enterprise Integration Client	Database Integration		✓
	API Extraction Tool		✓
	Windows File System Plugin		✓
	SQL Server Plugin		✓
Syslog Integration	Send log messages to external syslog server		✓
SNMP Monitoring	Monitor the Bomgar Box using Simple Network Management Protocol (SNMP)		✓

## Additional Integration Options

Additional integration options that are not tied to licensing are available.

These integration options are described in detail in the Bomgar Integration Options document, available at [www.bomgar.com/documentation](http://www.bomgar.com/documentation).

<b>Service Desk Integrations</b>	
HP Service Center 6.2+	<b>Pre-Packaged Integration Adapter</b> Automate your integration of Bomgar with HP Service Center, HP Service Manager, or BMC Remedy Action Request System by purchasing a pre-packaged integration adapter, and drastically reduce integration time.
HP Service Manager 7.0 and up	
BMC Remedy Action Request System 6.3+	
BMC Service Desk Express 9.0+	<b>Built-In Integration</b> BMC has implemented and maintains Bomgar's integration with its Service Desk Express product. No additional purchase is necessary for Service Desk Express customers who wish to integrate with Bomgar.
<b>Third Party Integrations</b>	
Professional Integration Services	Because Bomgar's API, SDK and Integration Client conform to industry protocols, it is possible for customers to contract with a third-party professional services provider to outsource integration needs.