

## Transcript: Bomgar Intel vPro Support

### Introduction

In today's digital age, there's nothing that stops productivity more than a critical system failure on a desktop, laptop, or similar device. You need a quick and easy way to get below the operating system, diagnose, and ultimately fix the problem.

Fortunately, Intel created the new vPro technology and offers it on the broadest range of desktops and computers to achieve just that.

### Bomgar Support with vPro Capabilities

Now, with Bomgar's new vPro support capability, your support technicians can remotely access and control any vPro-enabled PC to diagnose, troubleshoot, and resolve the issue. As the leading remote support solution with Intel vPro capabilities, Bomgar will reduce your enterprise support costs related to on-site visits and the return of impacted devices.

Simply access a vPro-enabled machine right from the Bomgar rep console, and start a secure remote support session. There's a host of actions you could take within the Bomgar session to resolve the issue. Power on or off, view impacted device at the BIOS level, or re-image.

Bomgar's appliance-based solution is the most secure choice for remotely supporting vPro-enabled devices.

### Lisa Watts, Director, Business Client Solutions Enabling, Intel Architecture Group

Intel is very excited to have Bomgar as an Intel partner. Enhanced with Intel vPro technology will enable Bomgar's customers to provide PC support in new ways, including remote power control, boot to BIOS, and accessing a PC regardless of operating system state.

### Summary

Bomgar and Intel have partnered to offer your IT service desk the first and only collaborative remote support solution for controlling vPro-enabled devices.

The new Bomgar vPro capability will be available January 2012.