BOMGAR REMOTE SUPPORT

EASY, RELIABLE, AND SECURE

Why Bomgar Remote Support?

In a world of evolving technology and mobile workplaces, the need for remote support is more critical than ever. But in a market with numerous remote support solutions, it can be hard to differentiate the good from the bad.

There are many different use cases for a remote support solution. Most organizations need to support remote or traveling employees, as well as unattended systems, and many provide tech support for customers or external applications and devices. No matter who or what you are supporting, the majority of users agree on a few things; a remote support solution must be easy to use, reliable, and secure.

Bomgar Remote Support allows you to provide remote assistance securely through firewalls to any remote desktop, server, POS system, or mobile device. Between its ease of use, reliability, integration options, and unmatched security, Bomgar is the remote support solution that can help keep your organization running.

EASE OF USE

▶ *Improve productivity with a solution that is easy to learn and adopt.*

Bomgar Remote Support makes it easy to diagnose and troubleshoot issues quickly. Users are able to instantly connect to and control any remote desktop, server, or mobile device offering a wealth of flexibility. Features such as screen sharing, file transfer, chat support, and more, allow agents to resolve issues faster. Plus the ability to share sessions with technicians, developers, or outside vendors allows them to troubleshoot together, reducing time-wasting handoffs.

Embedding chat and remote support in your website, desktops, Windows programs, and mobile apps makes it even easier for customers and employees to request help. Whether dealing with customers, employees, or unattended systems, improving support productivity is easy with Bomgar.

> *"Many of our departments get exposed to Bomgar through our training department. Once they see how easy it is to use, they want to bring it directly into their workflow."*

ROCKY PEDROSO, DIRECTOR OF INFORMATION TECHNOLOGY

UNIVERSITY OF MIAMI

RELIABILITY

▶ *Spend time solving the problem, not troubleshooting the connection.*

Bomgar Remote Support works all the time, every time. Whether you're connecting to a system on an oil rig off the coast of Brazil or a laptop in a high-rise office in New York City, you can count on Bomgar. Your agents will have peace of mind knowing that they will be able to connect to remote systems no matter the platform, location, or quality of connection.

Thanks to the flexibility of Bomgar's mobile iOS and Android applications, representatives are only seconds away from connection no matter where they are, dramatically reducing response time.

> *"Before Bomgar, we simply couldn't keep up with the flood of support requests coming in because it would take us about 20 minutes just to launch a session for what would be a 30-second fix.*
>
> *[Bomgar has] allowed us to improve connectivity as well as manage many more calls than we could in the past."*

CHRIS MILLER, SR. HELP DESK ANALYST

APL
The Johns Hopkins University
APPLIED PHYSICS LABORATORY

SECURITY

▶ *Increase productivity without compromising security.*

Bomgar Remote Support brokers outbound connections from both the technician and the end-user to ensure secure connections every time. Each customer is provided with a segmented, single-tenant environment via a hardened physical or virtual appliance, or Bomgar's Secure Cloud platform. Bomgar works through firewalls without VPN tunneling so your perimeter security remains intact. All session traffic is encrypted, and Bomgar logs and records each remote session for a detailed audit trail.

Bomgar allows users to granularly set session permissions to support a strong security posture. Bomgar offers more than 50 separate permissions so that you can fine tune the level of access and limit the rep's access based on the objectives of a session. You can also monitor session activity in real time, video record every remote support session, and collect a detailed audit trail of each interaction.

Bomgar's solution can also help organizations meet strict compliance mandates. Bomgar's robust recording features turn monitoring and auditing into a simple task, meeting many different compliance regulations including PCI, HIPAA, NERC CIP v5, and CJIS…just to name a few

> *"We have to be HIPAA compliant, so security underlies every single thing we do. We can't afford to have patient information lost or leaked out. Our Bomgar B200 appliance is hosted within our firewall, not out in the cloud like the remote support tools we used previously. It also integrates with Active Directory for password authentication."*

JASON THOMAS, IT DIRECTOR AND CHIEF INFORMATION OFFICER

INTEGRATIONS

▶ *Streamline processes for better efficiency.*

Integrating Bomgar Remote Support with your incident and case management systems gives you a seamless process for incident resolution and management. Support reps won't feel bogged down toggling between multiple tools with Bomgar's integration options.

Bomgar integrations allow you to launch a remote support session directly from the support ticket or change record, automatically update tickets with details from the support session, and include the chat transcript and session recording in the ticket. Integrating Bomgar with your service desk, CRM, and systems management platforms gives you a complete remote support solution.

> *"Thanks to the ServiceNow integration with Bomgar, we can now capture information from a remote session and enter it straight into a ticket without our technicians in the field having to manually enter that information. This helps us to improve our services going forward and get a better picture of how many tickets we are solving."*

STEVE MCLEOD, ASSOCIATE CEO

Bomgar Remote Support enables you to connect fearlessly. With more than 10,000 satisfied customers, it is no surprise we are ranked #1 for Enterprise Remote Support year after year. You can feel comfortable choosing a solution with a long-standing reputation of being secure and dependable.