

BOMGAR™

REMOTE SUPPORT

A Remote Support Solution As
Exceptional As Your Business



IT SERVICE DESKS

Create queues, portals, teams, and policies to perform desktop and mobile device support for internal employees no matter where they are located



CUSTOMER SUPPORT

Use chat support, screen sharing, CRM integration, and skills-based routing to troubleshoot and solve customer issues



KIOSKS AND UNATTENDED DEVICES

Replace RDP, VNC, and other hard-to-audit remote control tools with a cross-platform support tool

A Remote Support Solution As Exceptional As Your Business

Quickly access and fix nearly any remote device, running any platform, located anywhere in the world. Bomgar Remote Support offers the security, integration, and management capabilities your IT and customer support organizations need to increase productivity, improve performance, and deliver a superior customer experience.

Connect...No Matter Who, What, or Where

Bomgar lets you support all of your systems over the web, even if they are behind firewalls you don't control. Supporting everything with one solution expedites incident handling time and supports rep productivity.

Support remote computers running Windows, Mac, and Linux or mobile devices running Android or iOS. Plus, technicians can offer support from their preferred device, even an Android tablet or iPad. With the HTML 5 web console, users can launch a session with no required downloads or plugins, allowing you to connect faster and easier.

THE ONLY REMOTE SUPPORT SOLUTION YOU'LL EVER NEED



Connect to anyone or anything, anywhere with Bomgar Remote Support. With only one solution, users can chat, collaborate, remote control, screen share, set up Jump Clients, support mobile devices and unattended systems, and use Bomgar InSight, all while recording session activity for monitoring and compliance. No other remote support product provides the flexibility and scalability of Bomgar. With this one secure solution, you'll do more than what many companies attempt with an array of remote tools.

“IT’S UNUSUAL TO FIND A SOLUTION AS VERSATILE AND RELIABLE AS BOMGAR HAS BEEN FOR US. THE FEATURE SET AND THE SUPPORT WE GET FROM BOMGAR IS FIRST CLASS.”

BETH NORZINSKAY

Project Manager For Client Services, Indiana University



Support Integrated to Your Business



IT SERVICE MANAGEMENT

Launch chat support or start a remote desktop connection from a service desk record.



CHANGE MANAGEMENT

Link Bomgar session details and video recording to an incident management record.



TWO FACTOR AUTHENTICATION

Implement Bomgar Verify for tokenless two factor authentication, or integrate with your existing 2FA tool.



ACTIVE DIRECTORY AND LDAP(S)

Manage permissions and authentication with AD, LDAP(S), RADIUS and Kerberos.



SAML

Configure SAML as a single-sign-on enabler for Bomgar authentication.



PASSWORD STORAGE AND INJECTION

Use Bomgar Vault to keep passwords secure and seamlessly inject shared admin credentials to end systems, or integrate with your existing password manager.

Manage Support On-Site or In the Cloud

When it comes to deployment options, Bomgar has options to fit your business needs. Our on-premises physical and virtual appliances have helped thousands of enterprises improve security and satisfy regulatory requirements. And the unique segmentation capabilities of our Bomgar Secure Cloud give you the flexibility of the cloud, without compromise.



Satisfy Audit and Compliance Requirements

With capabilities to set granular permissions, capture audit logs, and enforce password and authentication policies, Bomgar can help your organization meet compliance requirements for a variety of mandates such as PCI, HIPAA, SOX, and more.



Stop Helpdesks from Helping Hackers

- ▶ Connect without a VPN or firewall changes through outbound encrypted connections.
- ▶ Segment your data and environment through firewall without VPN tunneling.
- ▶ Leverage existing directory services (LDAP(S), Kerberos, Smart Card, RADIUS).
- ▶ Define more than 50 permissions and associate group policies in Bomgar with groups in your directory.
- ▶ Log session activity at the appliance allowing you to report in detail on every session.

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 11,000 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.