

# SECURE REMOTE SUPPORT FOR STATE AND LOCAL GOVERNMENT

BOMGAR™



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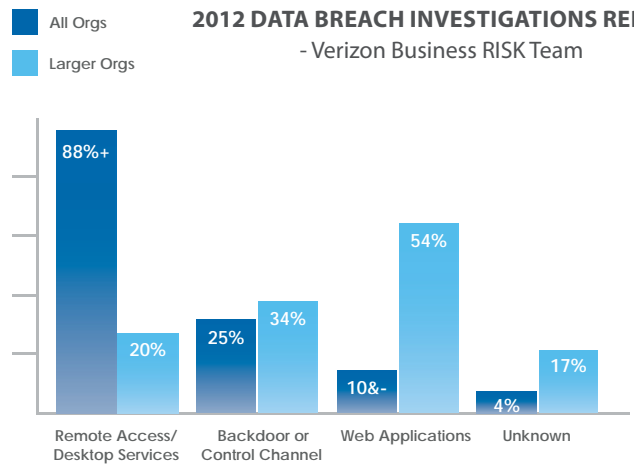
As consumer technology finds its way into the workplace, and the brick and mortar walls of “the office” begin to dissolve, state and local government IT organizations are challenged to support a dispersed workforce using a wider range of platforms and devices. Although they’re being asked to “do more,” these IT organizations are often left “with less,” stretching their notoriously tight budgets.

Remote support solutions allow IT representatives to view, control and fix remote systems without having to travel to the end-users’ location, speeding time to resolution while decreasing costs. But while supporting remote systems is indispensable when it comes to gains in efficiency and productivity, making sure your solution is secure is imperative, especially under increasingly strict security regulations and the growing threat of data breaches.

Unfortunately, many government IT organizations are currently using unsecured remote access tools, the **number one attack pathway** used by hackers to gain access to sensitive systems and data. *The 2012 Data Breach Investigations Report* by the Verizon Business RISK Team states, “Remote access services (e.g. VNC, RDP) continue their rise in prevalence, accounting for 88% of all breaches leveraging hacking techniques—more than any other vector.”

## BOMGAR COMBINES ROBUST REMOTE SUPPORT CAPABILITIES WITH UNPARALLELED SECURITY.

**2012 DATA BREACH INVESTIGATIONS REPORT**  
- Verizon Business RISK Team



These ever-increasing pressures leave state and local government IT departments struggling to increase efficiencies under continued cost constraints, all without compromising security. Bomgar addresses these challenges by helping IT organizations drastically improve support efficiency, performance and security while cutting costs.

**BOMGAR'S UNIQUE, APPLIANCE-BASED REMOTE SUPPORT SOLUTION** allows you to remotely access and fix nearly any system or device, anywhere, while keeping sensitive data and system access behind your own secure firewall. That's why Bomgar is the top choice for security-conscious organizations, including **44 of the 50** State Governments, **12 of the 15** Departments of the Federal Executive Branch, and **20 of the Fortune 50**.



*"We chose Bomgar because we needed a remote support solution that is secure, meets data privacy requirements, and does not require elevated network permissions. Both our clients and IT staff have been impressed with Bomgar's feature-rich functionality."*

- JOHNNY QUINONEZ, IT MANAGER, TULARE COUNTY INFORMATION & COMMUNICATIONS TECHNOLOGY (TCICT)



## WITH BOMGAR YOU CAN

- **SUPPORT** remote employees and systems, and eliminate 90% of on-site visits
- **INCREASE** first contact resolution by 20-50% and staff utilization by 10-30%
- **DECREASE** call escalation by 10-30% and significantly increase customer satisfaction
- **PROVIDE** support to and from mobile devices, including Android, iPhone, iPad and BlackBerry
- **CONSOLIDATE** disparate, ineffective remote access tools with a single, comprehensive solution
- **ENABLE** shared services with one remote support solution for all devices and platforms
- **ALLOW** third-party vendors to access systems and data in a secure, controlled manner
- **ACHIEVE** full ROI within a payback period of six months to a year

### SUPPORT ALL SYSTEMS AND DEVICES WITH ONE SOLUTION

Bomgar enables you to access and fix nearly any type of remote system or device, including laptops, servers, smartphones and tablets, on or off the network, no matter where they're located. With the ability to see and control the screen or view system information, your support reps will resolve issues more quickly, improving productivity and customer satisfaction.




\*Features and functions vary by platform

In addition to providing support to any system, Bomgar allows reps to provide support *from* nearly any platform, including Windows, Mac and Linux systems, plus iPads, iPhones, and Android devices via Bomgar's Mobile Rep Consoles.



### IMPROVE CYBERSECURITY AND COMPLIANCE

While remotely supporting all of your systems is invaluable, ensuring your solution is secure is imperative. Bomgar's on-premises appliance keeps system access and session data behind your own firewall and security policies. And Bomgar is the only remote support vendor to offer a solution that is FIPS (Federal Information Processing Standards Publications) 140-2 Level 2 validated. That's why dozens of government agencies trust Bomgar for their remote support technology.

- **ARCHITECTURE:** Centralized, security-hardened appliance never passes data or system access through a third-party
  - **AUTHENTICATION:** Integrates with existing identity management and authentication methods, including smart and common access cards (CAC)
  - **ACCESS CONTROLS:** 50+ permissions can be administered individually or through group policies
  - **AUDIT:** Full audit trail and video recording of session events
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# BOMGAR & GOVERNMENT: A PERFECT FIT

No other remote support solution is more tailored to meet the needs of government agencies than Bomgar. With a concurrent licensing model and load-balanced multi-appliance architecture capable of supporting up to 10,000 reps, Bomgar is the ideal choice for support organizations of any size. Bomgar also allows multiple support reps to work in the same remote support session, and securely bring third-party vendors into the session, fostering collaboration and speeding time to resolution.

Bomgar integrations allow you to create a seamless support process with your ticketing and case management systems. Bomgar offers out-of-the-box integrations with the leading service desk, systems management, and CRM vendors, and Bomgar's open API and SDK can be used to create custom integrations.

Integration partners:



servicenow



bmcsoftware



Through an integration with Intel's vPro technology, Bomgar also enables support for systems below the operating system level to wake up powered down PCs, boot systems to a disk, and gain control at the BIOS level.



Contact Bomgar today to begin your free trial or evaluation.

**CONTACT BOMGAR** [info@bomgar.com](mailto:info@bomgar.com) | 866.205.3650 (U.S.) | +44 (0) 1628 480 210 (U.K./EMEA) **BOMGAR.COM**

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