

Secure POS & Kiosk Support

BOMGAR™



SECURE POS & KIOSK SUPPORT WITH BOMGAR

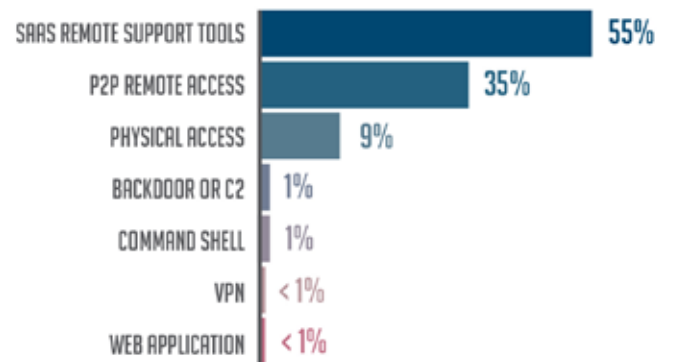
Because of their limited interfaces and location within local networks, supporting kiosks and point of sale (POS) terminals can be challenging. Often they are located on networks that are not connected to the internet, making direct access impossible for most remote support tools. And even when an employee is present at the terminal, access restrictions and/or lack of technical knowledge makes communicating the solution to a problem difficult.

To add complications, hackers are ramping up their efforts to steal payment card data by gaining access to POS systems and kiosks. Trustwave's *2014 Global Security Report* found that POS devices were targeted in 33 percent of reported data breaches in 2013.

Trustwave's *2014 Combatting Point of Sale Malware* states "we most often find attackers obtaining access by utilizing a remote administration utility. Examples [...] include Remote Desktop (RDP or TermServ), LogMeln, pcAnywhere or RealVNC." And the *Verizon 2014 Data Breach Investigations Report* found that third-party hosted desktop sharing and point-to-point remote access tools were the two leading methods used for POS data breaches. So how can IT organizations efficiently support terminals without opening the door to hackers?

POS HACKING METHODS:

From Verizon 2014 Data Breach Investigations Report



BOMGAR'S UNIQUE, APPLIANCE-BASED REMOTE SUPPORT SOLUTION allows you to remotely access and fix nearly any system regardless of location, cutting costs and increasing uptime. Sensitive data is kept behind your own firewall, simplifying compliance with federal regulations. That's why Bomgar has been chosen by **6 of the top 10** worldwide hotel groups, **12 of the 15** executive departments of the US government, and **7 of the 20** F500 commercial banks.



"Our remote access policy recommends that our customers prohibit remote connection to their MICROS system without their express tactical knowledge and consent. The Bomgar product facilitates this policy nicely ..."

- CHIEF INFORMATION SECURITY OFFICER, MICROS



WITH BOMGAR YOU CAN

SIMPLIFY SECURITY & PCI COMPLIANCE

Bomgar's on-premise appliance keeps system access and 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, a security standard for the US Federal Government. This makes Bomgar the enterprise choice for remote support.

- **ARCHITECTURE:** Centralized appliance never passes data through a 3rd party and enables access to systems on closed networks
- **AUTHENTICATION:** Integrates with existing identity management and authentication methods like Active Directory
- **ACCESS CONTROLS:** 50+ permissions can be assigned according to individual rep, support team, or end system
- **AUDIT:** Full audit trail and video recording of all session events; Admins can monitor activity in real time

SUPPORT ALL SYSTEMS AND DEVICES WITH ONE SOLUTION

Whether it's scheduled maintenance on an ATM or server within your company or an ad hoc session with a customer laptop, Bomgar enables support for practically any type of system no matter where it's located. With the ability to see and control the screen and perform system diagnostics, your support reps will resolve issues more quickly, cutting costs and improving employee productivity.



*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. And for Windows systems, RDP sessions can be run through a secure appliance.

IMPROVE EFFICIENCY

Bomgar is designed to enable support reps to directly troubleshoot everything from kiosks and POS systems to tablets and servers, regardless of location. With Bomgar's Jump Zone Proxy capabilities, technicians can connect to remote terminals even when the systems lack native internet access. With Bomgar, you can drastically reduce the number of onsite support visits and virtually eliminate phone support, resulting in a more efficient business and more satisfied customers.

- **UNATTENDED ACCESS:** Access unattended systems on remote networks and wake sleeping systems within the company LAN
- **COLLABORATION:** Enable reps to request help from 3rd party vendors for collaborative troubleshooting
- **DEEP TROUBLESHOOTING:** Run command prompts and pre-built scripts and edit registries without disrupting end users



BOMGAR & POS/KIOSK SUPPORT: A PERFECT FIT

No other remote support solution is more effective for supporting kiosks and point of sale devices 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 large, global organizations. Bomgar has enabled help desks to:

- **INCREASE** system uptime by troubleshooting problems immediately, regardless of network location
- **DECREASE** support costs by virtually eliminating on-site visits and shortening call resolution times
- **SIMPLIFY** cybersecurity and PCI compliance by closing the door on the #1 attack pathway for hackers
- **REPLACE** multiple ineffective remote access tools with a comprehensive, centrally managed solution
- **STREAMLINE** troubleshooting by enabling secure collaboration with additional support reps and third party vendors
- **ENSURE** reps and 3rd party vendors are using best practices and following security guidelines by monitoring each support session

More than 8,500 companies in 65 countries all over the world use Bomgar for remote support. Organizations using Bomgar to support their POS terminals and kiosks include:



To request a free trial of Bomgar please visit www.bomgar.com or contact us at info@bomgar.com.

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