

Bomgar for Support Managers



MAXIMIZE ROI WITH BOMGAR UNIVERSITY TRAINING SERVICES

Bomgar Professional Services help drive efficiency, productivity, security, and a higher return on investment from the Bomgar remote support solution. Our Bomgar University training services are designed to elevate your support organization performance, and maximize your investment in Bomgar. Superior training is part of our commitment to help you obtain the maximum benefit possible from the entire Bomgar remote enterprise support solution. Our training options will give your organization the foundational knowledge needed to administer, configure and utilize Bomgar for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

BOMGAR TRAINING FOR SUPPORT CENTER STAFF

When it comes to remote technical support, Bomgar is an industry leader with the solutions and expertise you need to make remote support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

The Bomgar for Support Managers training course is ideal for support center staff and service desk managers who want to learn how to configure Bomgar for your unique environment. During the one day course you will also learn how to map and use Bomgar's foundational features to maximize your remote support workflow.

FLEXIBLE TRAINING OPTIONS: ON-SITE OR VIRTUAL

This course is a one-day course, and is available virtual or onsite, so your team can engage in Bomgar learning from any location. Both training options are led by a Bomgar and ITIL-certified instructor.

KEY LEARNING OBJECTIVES

- Learn how Bomgar Works – understand Bomgar remote support capabilities and interfaces
- Map your Remote Support Workflow – design how Bomgar fits into your unique support and service desk environment and map your existing remote support workflow to Bomgar's features
- Determine your Remote Support Options - decide how to configure Bomgar to advance your remote support goals, such as team load balancing, unattended remote support, click-to-chat and third party vendor collaboration
- Map your Remote Support Paths – designate which paths for support to configure within Bomgar and how your support portal should be configured
- Develop your Monitoring and Reporting Processes - determine how sessions will be monitored and which reports are most beneficial to your organization to help measure your support goals



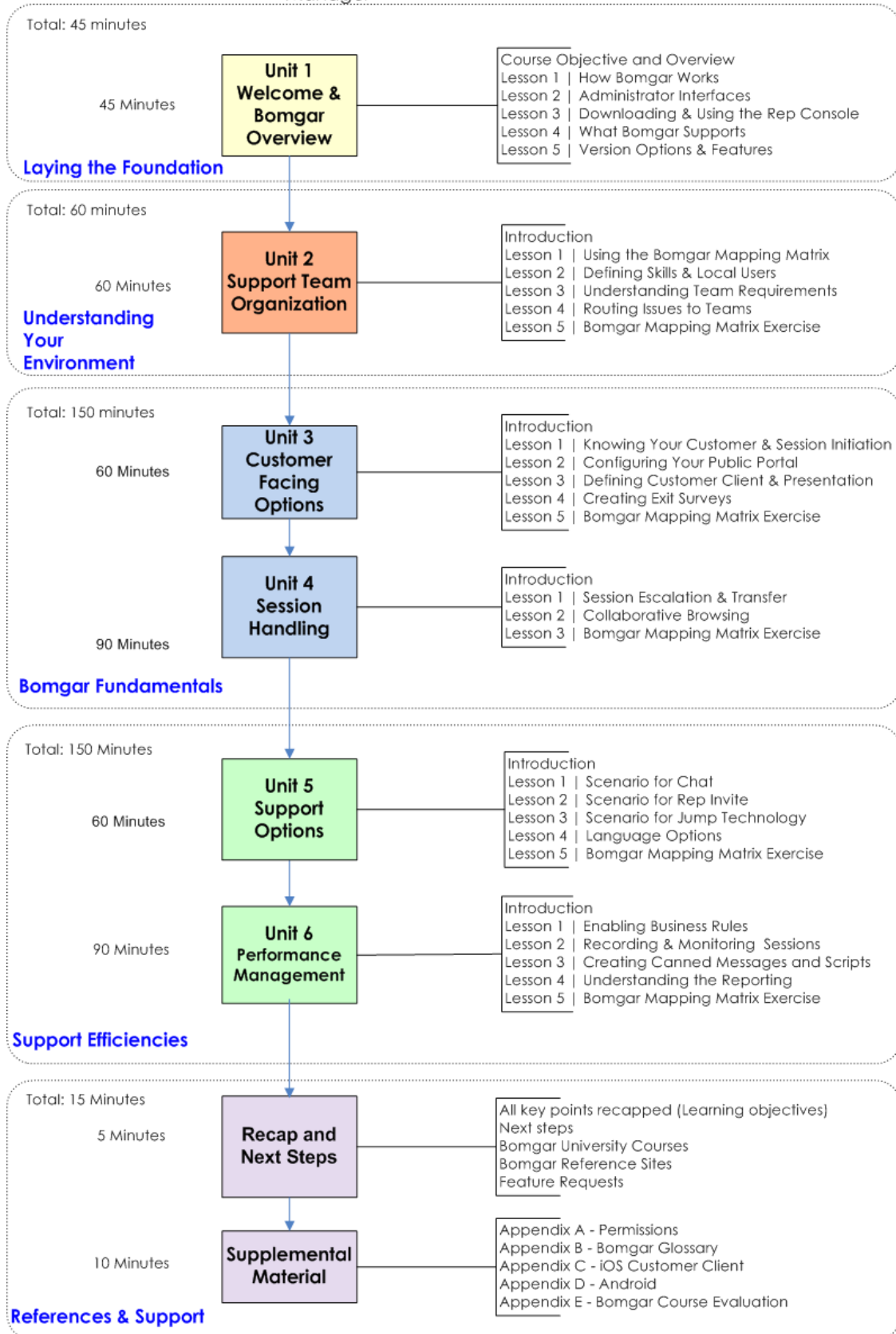
"Attending Bomgar University enabled us to increase the already high level of service we're delivering to our remote customers."

Director of Technical Support
Carestream Dental

Bomgar for Support Managers



For the Help Desk Manager and Service Manager





Multi-Session Control

- Tabbed interface for easy multi-tasking
- Troubleshoot multiple systems at once
- Reboot and reconnect (even in Safe Mode)



Presentation Mode

- Show rep's screen to 15 people
- Train remote customers / employees
- Record videos of training sessions



Scripts

- Create and organize pre-built scripts
- Automate routine troubleshooting
- Share scripts across teams



Escalate / Collaborate

- Share / transfer sessions with other reps or outside vendors
- "Rep invite" for escorted guest tech access
- Chat with team members



File Transfer

- Drag-and-drop files
- Enable / Disable file transfer for individual reps or teams



Jump Technology

- Access unattended servers or desktops
- Instant multi-platform remote access (via pre-installed Jump Client)
- Clientless remote access for Windows systems (via Jumpoint)

View a full list of features at www.bomgar.com

"The Bomgar training program is key in our effort to deliver consistently excellent technical support services, and should be considered standard for everyone using their support tool."

BILL ENLOE – WORLDWIDE TECHNICAL SUPPORT MANAGER, COGNEX

BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient remote support solution available. Our Professional Services help drive efficiency, productivity, security and higher return on investment in the Bomgar solution. Visit www.bomgar.com/services

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company's appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 6,500 companies across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.

GET STARTED

Gain efficiency, productivity and a faster return on investment from your Bomgar solution.

TO GET STARTED: Please contact your Sales Account Manager today at 866.205.3650

Corporate Headquarters

578 Highland Colony Parkway
Paragon Centre, Suite 300
Ridgeland, MS 39157
1-601-519-0123

Atlanta

11695 Johns Creek Parkway
Suite 200
Johns Creek, GA 30097
1-770-407-1800

Washington D.C.

11921 Freedom Drive
Two Fountain Square, Suite 505
Reston, VA 20190
1-703-736-8361

Paris

54-56 Avenue Hoche
75008 Paris
France
33.(0) 1 .56.60.50.88

EMEA Headquarters

Suite 4
Anglers Court
33-44 Spittal Street
Marlow
SL7 1DB
United Kingdom
44 (0) 1628.480.210