

BOMGAR™

COMPANY OVERVIEW





BOMGAR™ B200

## About Bomgar Corporation

Bomgar's mission is to change the way work is done. We work to free the tech support community from the restraints of access barriers and geography, and from the inefficiency of traditional phone-based and on-site support. How do we do this? Through support virtualization.

Support virtualization makes support more responsive, efficient and secure by removing the geographical and technological barriers between customers and those supporting them. Virtualizing support with Bomgar helps your company respond faster, distribute specialists more evenly, increase the productivity of current staff, and resolve incidents more cost-effectively. With Bomgar, support becomes a shared virtual resource.

Bomgar delivers its solution for support virtualization in a box -- the Bomgar Box! This appliance integrates easily into your environment, strengthens the security of your support organization, and has a rapid ROI. With the Bomgar Box, our customers ensure the quality and security of every support interaction.

Since 2003, over 4,000 corporate customers in all 50 states and 48 countries have chosen Bomgar as their platform for support virtualization. Bomgar clients include IT outsourcers, systems integrators, software vendors, hospitals and healthcare organizations, government institutions, colleges and universities, legal and accounting firms, and insurance and financial institutions. Leading industry analysts and consultants recognize Bomgar as a technology innovator.



## Virtualize Your Support Staff

Do you find your specialists are needed at multiple locations at once? Are your VPNs and remote control tools actually lengthening incident resolution and threatening security? Do you ever wish you could just see the customer's problem? Are your staff separated from each other, stuck in geographical silos?

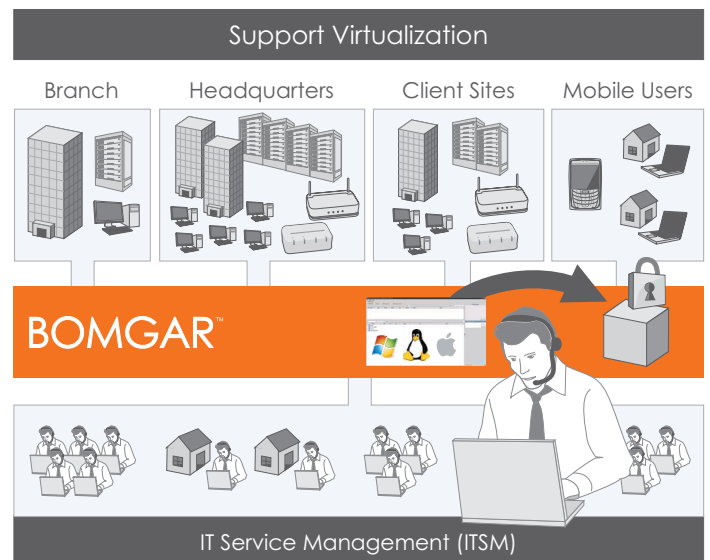
If you answered yes to any of these questions, then you could benefit from support virtualization. When you virtualize support on the Bomgar Box, you convert physical staff members into shared virtual resources. Support virtualization has powerful implications both for how you support your clients and for how you manage your support personnel.

### 1 Support a Decentralized Environment:

With support virtualization, geography doesn't matter. You can standardize how clients and employees receive support, no matter where they are!

### 2 Centralize Support Administration:

By dissolving the obstacles of access barriers and geography, support virtualization lets you manage your entire support staff as a unified team.



"By virtualizing support services, organizations are also able to reduce the number of costly on site support services visits [ . . . ] Because the support staff has been decoupled from the physical location, organizations can run a centralized help desk from multiple geographically decentralized locations. Technical specialists do not have to be deployed in every location they are required to support."

**Matt Healey | Research Manager, IDC**

## What Others Are Saying

**Novell.**

"Integrating Bomgar into our service center gives us the ability to support all customers quickly and effectively."

[Mike Lyons | Vice President of Novell Global Support](#) <sup>1</sup>



"We have reorganized IT into one virtual department for the needs of the entire territory. Now our staff still live and work all around the territory, but we've formed into virtual teams."

[Clarence White | CIO](#) <sup>2</sup>



"Bomgar allowed us to engage our highly technical resources in a more cost effective manner to bring resolution to the end user."

[Clay Gunn | Senior Operations Manager, Gloval Services Desk](#) <sup>3</sup>



"We performed over 10,000 virtual support sessions and over 400 vTrips [virtual service trips] last month alone, saving both time and money for our company and our clients, and reinforcing our reputation as the nation's banking technology leader."

[Phil Demuth | VP Head of Internal Systems](#) <sup>4</sup>



"Adding best-of-breed capabilities, such as Bomgar, to the BMC solution portfolio accelerates our customers' ability to improve support processes and efficiencies, as well as better serve the businesses and customers they are supporting."

[Fred Johannessen | Vice President of Technology Alliance & Marketzone Programs](#) <sup>5</sup>



"One comment I got from a staff member who I've turned onto this technology was, 'If you wanted to take it away from me, you'd have to pry it from my cold, dead hands.'"

[Chuck Deaton | IT Security Manager](#) <sup>6</sup>



"Bomgar enables my limited staff to answer more support issues than before while cutting down on windshield time. Now my employees spend more time actively supporting clients and less time watching blue bars move across a screen."

[Mike Gerst | Information Technologist](#) <sup>7</sup>



"A virtualized support services group is better able to handle peaks in demand because personnel from many different locations can be virtually deployed to address the concerns."

[Matt Healey | Research Manager](#) <sup>8</sup>

## The Bomgar Box

The Bomgar Box is a secure platform for virtualizing your support staff. It makes your entire support staff more dynamic and effective by enabling them to be in more places and on more systems virtually than they ever could physically.

Bomgar also gives administrators a much higher degree of control, enabling the monitoring of support reps through granular permissions and complete logging. The Bomgar Box turns your physical staff into virtual staff that can be deployed more cost-effectively and securely.

And your customers will like Bomgar because they can have a support rep look over their shoulder and see what they see, request help with specific applications, or temporarily hand over computer control to their support technician.

### Integrate Fully into the Service Desk

- Create plug-ins with Bomgar's SDK and open API
- Integrate with BMC Remedy Service Desk
- LDAP and RADIUS integration

### Consolidate Tools with a Single Solution

- Support Windows, Linux, Mac & Windows Mobile devices
- Control attended or unattended remote systems
- Present your screen for training purposes

### Meet Compliance & Security Demands

- Secure on-site, appliance-based deployment
- Retain detailed logs & videos of support sessions
- Chat securely with clients

### Increase Capacity & Responsiveness

- Localize in Italian, Japanese, German, Spanish and French
- Queue support requests to dedicated teams
- Deploy support staff virtually to troubled sites



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