

Bomgar License Comparison

Feature	Standard	Enterprise
Multi-OS Support Support customers who are using Windows 95-Vista or the latest versions of Macintosh, SuSE, Ubuntu, RedHat, Fedora, Windows Mobile, and Blackberry. For providing support, you can run the representative console on Windows, SuSE, or Mac.	✓	✓
Multi-Session Support A tabbed support interface simplifies management of multiple simultaneous remote support sessions.	✓	✓
International Character Sets Bomgar supports multi-language character sets in chat, file transfer, and so forth, enabling international customers and representatives to communicate more effectively.	✓	✓
Multi-Language Support View your Bomgar site, representative consoles, and customer clients in English or in another language. Current language options include German, EU Spanish, Latin American Spanish, EU French, Italian, Dutch, EU Portuguese, Brazilian Portuguese, Japanese, and Simplified Chinese.	English +1 additional language	All available languages
Ultra-Small Download The customer and representative can start a session in about ten seconds. Bomgar's customer client download is very small, making it fast even over dial-up.	✓	✓
256-bit AES SSL Encryption Bomgar session traffic is protected by 256-bit AES SSL encryption to ensure that the entire data stream is fully secure. The Bomgar login is password-protected, and all logins are via an SSL-secured web site.	✓	✓
Bomgar Button Deploy a Bomgar Button to the customer's desktop to enable the customer to initiate support sessions with one click. This button can be configured to place the customer in queue for a specific representative or team, or the customer can enter a session key to start a session with a specific representative. The Bomgar Button does not maintain a persistent connection to the Bomgar Box; only a user at the remote location can initiate the session via the Bomgar Button.	✓	✓
Click-to-Chat Customers can initiate a Flash-enabled chat session with a representative without the need to download the full customer client.	✓	✓
Full-Featured Chat The customer can chat with the representative without the need to grant any permissions. Chat is tied to each session. Additionally, representatives may chat with each other.	✓	✓
Canned Messages Create pre-built chat messages for efficient and accurate responses to frequent questions. Messages can be organized into categories so that support teams can access messages specific to their needs.	✓	✓
Screen Sharing View the remote computer in order to provide virtual support. The customer may grant you permission to only see the remote screen or to gain full mouse and keyboard control.	✓	✓

Support Feature	Standard	Enterprise
Application Sharing Customers can restrict screen sharing to specific applications to allow a representative to troubleshoot only certain programs without gaining unnecessary access to other applications.	✓	✓
Multi-Monitor Support View the user's entire desktop, even if that includes multiple monitors in multiple configurations. Only one display at a time can be viewed.	✓	✓
Virtual Pointer Display a pointer on the customer's screen during a full-control or view-only session.	✓	✓
Reboot & Reconnect The end-user need not be present to re-initiate the session or log back onto the remote PC after a reboot or logoff/logon. If running as an administrator, log back in with known credentials. Alternatively, request the end-user to pre-specify credentials to be used for a later reboot.	✓	✓
Special Actions Access frequently needed items such as the Registry Editor and Event Viewer from the special actions menu in the representative client. View all Control Panel options in a fly-out menu.	✓	✓
System Restore Set a Windows restore point via the special actions drop-down once screen sharing is established, allowing you to erase changes made after the specified point.	✓	✓
File Transfer Request access to a customer's file system to send, receive, open, or edit files using a few simple controls. To ensure security, customers see a visual notification when a file transfer is in progress. A representative's permissions may be restricted to only upload or download or to access only certain paths on the local or remote computer.	✓	✓
Remote Command Shell Issue command prompts on the remote computer via a virtual command line interface to increase the speed of troubleshooting. Work in multiple shells simultaneously.	✓	✓
Canned Scripting Create custom scripts to be used in command shell sessions. The results of an executed script will display in the command shell interface.	✓	✓
System Info View a complete snapshot of the remote computer's system information to speed time to diagnosis and issue resolution.	✓	✓
Session Notes Representatives can add more detail to session reports by notating details about their interactions with customers.	✓	✓
Show My Screen During a session, flip the connection to enable the customer to view your screen for training purposes, and grant mouse and keyboard control of your computer to the customer.	✓	✓
Presentation Mode Perform training sessions by showing your screen to multiple participants, with the option to grant mouse and keyboard control to an attendee.	✓	✓

Support Feature	Standard	Enterprise
Session Sharing and Transfer Collaborate with additional representatives by sharing a session, or transfer a session to another representative or team.	✓	✓
Front-End Portal Customization Customize multiple entry points to a single site. Customization options include the HTML template, session start options, exit surveys, and more.		✓
Support Site Branding Edit your public site HTML from the administrative interface to brand your support portal to fit the look and feel of your company's web site.	✓	✓
Session Initiation Options Customize the support portal to allow sessions to be initiated by selecting a representative by name from a list, by entering a unique session key, or by filling out a front-end survey, which places the customer in the appropriate team queue. You may also display a list of ongoing presentations.	✓	✓
Session Keys Prevent unknown clients from connecting to representatives by requiring clients to connect using randomly generated, single-use session keys.	✓	✓
Set Session Key TTL at Creation The administrator can enable representatives to decide how long a generated session key is valid. The time to live can be set per session key.		✓
Session Queues View queues of customers waiting for support. You will see a queue for each team to which you belong. Queues provide efficient session viewing and remote control, ensuring that your customers reach the right representatives the first time and that sessions are easy to manage for support representatives.	✓	✓
Customizable Customer Client Brand the support and presentation clients with your own logo. You may customize a pre-session agreement to be displayed at the beginning of each support session, along with a hold message, which customers will see while waiting for a support representatives to accept their session. If no representative is logged in when a session is requested, set how long to wait before displaying an orphaned session message to customers and optionally redirecting them to another page. You may also customize the uninstall messages shown at the end of support sessions and presentations.	✓	✓
Exit Surveys Monitor customer satisfaction and feedback, and require representatives to comment on each issue. Both surveys are completely customizable. Up to ten questions can be asked per survey.	✓	✓
Customer Downloads Allow your customer to download a copy of the chat transcript and a Flash (.flv) recording of the screen sharing session once the issue is resolved, helping to prevent multiple calls regarding the same issue.	✓	✓
Session Fallback Allow orphaned sessions to fall into a team queue or the general queue, or disallow to automatically end the dropped session.	✓	✓

Support Feature	Standard	Enterprise
<p>Administrative Dashboard Team Managers and Team Leads can oversee the support activities within their teams. Take over or transfer sessions belonging to team members of a lower role. Silently monitor the desktops of these managed team members. The dashboard increases support session management and accountability.</p>		✓
<p>Team Communication Management Enable a general queue to allow all representatives to interact, or force teams to function in an isolated mode, without the ability to see or interact with other teams. This feature enables better segmentation of team functions and enables users to better work within the context of their defined teams.</p>		✓
<p>Embassy A company may use Bomgar not only to provide support but also to receive support or to extend its range of support. Embassy teams can be used to grant limited access to trusted third-party vendors for the purpose of receiving remote support or utilizing the vendor's resources in supporting customers.</p>		✓
<p>Access Sponsor A representative with restricted permissions may request a more highly privileged representative to perform certain actions on his or her behalf, such as elevating a customer client to administrative rights or entering credentials for a remote system.</p>		✓
<p>Jump Technology for Unattended Access Jump to any Windows machine in your LAN, or Jump to a Windows machine within a separate network that has a Jumpoint configured. Alternatively, install a Jump Client on any Windows, Mac, or Linux computer to gain unattended access outside your network.</p>	✓	✓
<p>Jump Management Configure viewable Jump client statistics, lock remote consoles, and add custom text to Jump clients for easier recognition.</p>	✓	✓
<p>Concurrent Representative Access to Jump Clients Multiple representatives may gain simultaneous access to the same Jump Client without having to be invited to join an active support session by another representative. Representatives accessing the same Jump Client may chat during the session.</p>	✓	✓
<p>Jumpoint TTL When installing a Jumpoint on a remote network, configure its time to live. Set a start date from which to allow access and an end date when the Jumpoint will expire, or install the Jumpoint without any date restrictions. Setting a time to live can be a powerful tool for situations such as audits, inventory of assets, and broad service work, where one or more representatives need access to the network for only a specified period of time.</p>		✓
<p>Proxy Jump Jump to systems via a Jumpoint behind a proxy. For a Jumpoint to be deployed on a remote LAN that is behind a proxy, appropriate proxy information may be necessary for the Jumpoint to connect back to the Bomgar Box. The Jumpoint supplies the appropriate proxy information whenever Jumping to another system on the remote network, providing the authority necessary to download and run the customer client.</p>	✓	✓

Support Feature	Standard	Enterprise
Remote Desktop Protocol & Fast User Switching Support Support Microsoft Windows servers utilizing Microsoft's Remote Desktop Protocol, as well as Microsoft Windows desktop and workstation computers utilizing Microsoft's Fast User Switching option.	✓	✓
Message Broadcast Broadcast messages to all logged-in representatives via the administrative interface to keep representatives up to date with crucial data.	✓	✓
Support Teams Group your support representatives into support teams according to specialization or skill. Assign issues to each support team, managing which issues each team should handle. Issues are directly linked to the front-end survey.	✓	✓
License Reservation and Allocation Allocate and reserve the minimum number of licenses for the administered teams. This eliminates the possibility of depleting all Bomgar licenses in one team while some licenses are needed by another team. Effective licenses usage management results in improved productivity and efficiency.		✓
License Monitoring Configure the Bomgar Box to send an email when more than a specified number of licenses are in use, enabling you to ensure that your support representatives are adequately equipped to achieve maximum performance.	✓	✓
Unlimited User Accounts Create an unlimited number of representative accounts. Because Bomgar licenses are based on concurrent usage, individual representatives are welcome to share licenses, but only one representative can use a shared license at a time.	✓	✓
User Identification and Authentication Differentiate administrators from representatives. You can also set various parameters for representative passwords. These include password complexity, failed password lockout, password expiration, and idle user timeout. You can even determine the features and level of control allowed to individual reps.	✓	✓
LDAP Integration LDAP integration simplifies the task of help desk management and user account administration. Centrally manage your support representatives or support teams in Active Directory or other LDAP directories, and assign privileges based on pre-defined groups.	✓	✓
Multi-Factor Authentication Integrate Bomgar with RSA and other multi-factor authentication mechanisms via RADIUS for an extra layer of security.		✓
Single Sign-On Access Bomgar accounts using integrated Windows authentication, public/private key certificates, or web-based single-sign. Single sign-on via Kerberos increases security and reduces overhead.		✓

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<p>Bomgar Box Redundancy/Failover Use the web interface to assign primary and backup roles to appliances. In this configuration, data between two appliances is automatically synchronized, and the appliances can be configured for automatic failover. The backup appliances polls the primary appliance to check for activity. Based on predefined minimum thresholds, if the primary device is determined to be down, automatic routing to the backup appliance will occur. Use of a redundant appliance aids in faster failover, increased uptime, and reduction in the risk of data loss.</p>		✓
<p>Logging and Reporting Your Bomgar Box collects support session data automatically, enabling you to keep a detailed audit trail securely within your own infrastructure. You can view and manage these session logs in the administrative interface. Download summary or detailed reports of all session activity. Run reports based on team, team members, or representative. View Flash (.flv) recordings of screen sharing sessions, remote command shells, and presentations, useful for training and auditing purposes.</p>	✓	✓
<p>Record Chat Sessions Record all text transmitted through the chat feature.</p>	✓	✓
<p>Service Stats View reports on the number of sessions handled by each representative.</p>	✓	✓
<p>Syslog Integration Configure the Bomgar Box to send log messages to an existing syslog server.</p>		✓
<p>Open API Integrate Bomgar with external databases and systems according to your business needs. Configure the API to export software backups or reports of session data from the Bomgar Box into your own database on a scheduled or ad hoc basis. Generate sessions from external programs, and utilize outbound events to trigger real-time actions in external programs.</p>	✓	✓
<p>Integration Client The Integration Client allows for extendable data storage through a user interface. The Integration Client supports SQL Server and File System plug-ins, with the option to create your own plug-ins using Bomgar's SDK. Use the Integration Client to store session data, software backups, and more by transferring data to an external source.</p>		✓
<p>Software Development Kit Create custom plug-ins for use with Bomgar's Integration Client using a Visual Studio template.</p>		✓

Additional Integration Options

Additional integration options, not tied to licensing, are available to Bomgar customers. Start support sessions and view customizable reports from within your service management solution. These integration options are described in detail in the Bomgar Integration Options document, available at www.bomgar.com/documentation.

HP Service Center 6.2 and up	<p>Pre-Packaged Integration Adapter Automate your integration of Bomgar with HP Service Center, HP Service Manager, or BMC Remedy Action Request System by purchasing a pre-packaged integration adapter, thus drastically reducing integration time. The adapter ensures integration between bomgar and the chosen service management solution for current and future releases of both products.</p>
HP Service Manager 7.0 and up	
BMC Remedy Action Request System 6.3 and up	
BMC Service Desk Express 9.0 and up	<p>Built-In Integration BMC has implemented and maintains Bomgar’s integration with its Service Desk Express product. No additional purchase is necessary for Service Desk Express customers who wish to integrate with Bomgar.</p>
Professional Integration Services	<p>Third-Party Integration You may also select a third-party professional services provider to handle your integration needs. Because Bomgar’s API, Integration Client, and SDK conform to industry protocols, it is possible for customers to contract with a professional services company to outsource integration needs.</p>