

## Free Bomgar Appliance & Licenses for Symantec ITMS, CMS, and DS powered by Altiris technology customers



Symantec™ has announced end-of-life and availability for the pcAnywhere™ product, and recommends all pcAnywhere users upgrade to the Bomgar Remote Support solution. In conjunction, Symantec IT Management Suite (ITMS), Client Management Suite (CMS), and Deployment Solution (DS) 7.6 powered by Altiris™ technology includes an integration with Bomgar to launch remote support sessions directly from the endpoint management systems.

**Bomgar is offering a FREE Bomgar Remote Support virtual appliance, two licences, and one year of maintenance for all Symantec ITMS, CMS and DS customers. Customers who upgrade to ITMS, CMS and DS 7.6 will also be able to leverage the free integration with Bomgar Remote Support.**

By upgrading from pcAnywhere to Bomgar Remote Support, Symantec customers can improve service levels, centralize support processes and strengthen security and compliance. You can also increase the effectiveness of support technicians and administrators with agentless remote access, secure chat and incident-based mobile device support.

## THE BOMGAR ADVANTAGE

By upgrading to Bomgar's remote support solution, Symantec customers can more easily access remote systems and devices, while complying with the strictest security policies and mandates. Bomgar offers the broadest multi-platform support as well as integrations with the leading service desk and CRM systems, and advanced collaboration and management capabilities.



### MULTI-PLATFORM SUPPORT

Bomgar offers the broadest multi-platform remote support capabilities so that technicians can provide comprehensive support no matter what devices end-users are using or where they're located. Bomgar also allows reps to work from their preferred device, whether it's a laptop, smartphone or tablet.

- Support end-users running Windows, Mac, Linux, BlackBerry, Apple iOS, Android, and Windows Mobile (capabilities vary by platform)
- Provide support from Windows, Mac and Linux computers, as well as Apple iOS and Android smartphones and tablets

### SECURITY & COMPLIANCE

Bomgar is the only remote support solution that is FIPS 140-2 Level 2 validated for security. Bomgar enables reps to provide support to any internet-connected system without the port forwarding required by pcAnywhere.

- Both the customer and the support rep connect to the Bomgar appliance through secure outbound connections
- All session data is guarded by SSL encryption
- Restrict remote access to only the systems and applications reps need
- Automated session recordings controlled by the admin, not the rep

## THE BOMGAR ADVANTAGE

### COLLABORATION

Bomgar enables reps to bring other team members and external support experts into a remote session, speeding time to resolution.

- Request help from other reps based on skillset, increasing first call resolution
- Collaborate with third-party service providers and vendors without giving them full privileges

### SECURE CHAT

The Bomgar solution includes secure chat capabilities that allow technicians to seamlessly go from chat support to a full remote support session in a few clicks.

- Allow technicians to chat with remote customers throughout the support session, even before screen sharing begins
- Integrate click-to-chat with your website or support portal
- Build canned messages for common chat responses
- Send files, nudge and push URL's through chat

### INTEGRATIONS

Bomgar offers pre-built integrations with the leading service desk, systems management and CRM systems, and an open API to develop custom integrations.

- Launch remote support sessions directly from a ticket or record
- Start a Bomgar remote support session directly from Symantec IT Management Suite (ITMS), Client Management Suite (CMS), or Deployment Solution (DMS) 7.6 powered by Altiris technology
- With some integrations, automatically capture all remote support session details, including a full video recording, back in the ticket or record

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## JOIN OTHER ORGANIZATIONS

WHO SWITCHED FROM PCANYWHERE TO BOMGAR

**fiserv.**

**IHG**  
InterContinental Hotels Group



**Humana®**

**WILLIAMS-SONOMA**

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For details on Bomgar offers for Symantec customers, visit: [www.bomgar.com/pcAnywhere](http://www.bomgar.com/pcAnywhere)

*Terms and conditions: Free appliance and licenses offer only available for Symantec IT Management Suite (ITMS), Client Management Suite (CMS) and Deployment Solution (DS) customers. Maintenance will be included for the first year, then charged on the appliance and licenses based off the list price. Additional licenses, training and services may also be purchased.*