



BOMGAR™

The Benefits of Bomgar and the pcAnywhere ITMS Altiris Promotion

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VP of Business Development

Agenda

- Symantec / Bomgar Partnership
- Bomgar Overview
- Product Demonstration of Bomgar and ITMS



Bomgar / Symantec Partnership (Phase 1)

- Bomgar and Symantec announced a new partnership on December 1, 2014.
- Symantec is recommending that pcAnywhere standalone customers upgrade to the Bomgar Remote Support solution.
- Bomgar will be providing pcAnywhere customers with a preferred pricing discount.
- To request preferred pricing, visit: www.bomgar.com/pcanywhere

The logo for Bomgar, featuring the word "BOMGAR" in a bold, orange, sans-serif font, with a small "TM" trademark symbol to the upper right of the "R".

BOMGAR™



Bomgar / Symantec Partnership (Phase 2)

- Bomgar and Symantec announced an expanded partnership on March 2, 2015.
- Bomgar will offer free software to replace pcAnywhere solution for ITMS, CMS and DS customers under maintenance.
 - 2 Concurrent Bomgar Licenses, 1 Virtual Appliance and 1 Year of Support.
- Bomgar will be providing ITMS customers with a preferred pricing for additional products and services.
- To request your free licenses, visit: www.bomgar.com/pcanywhere

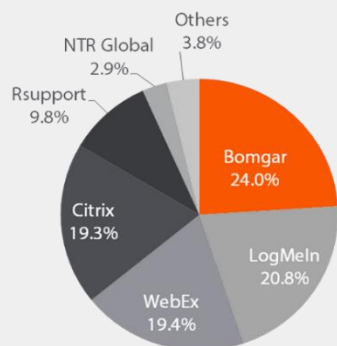
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Bomgar at a Glance

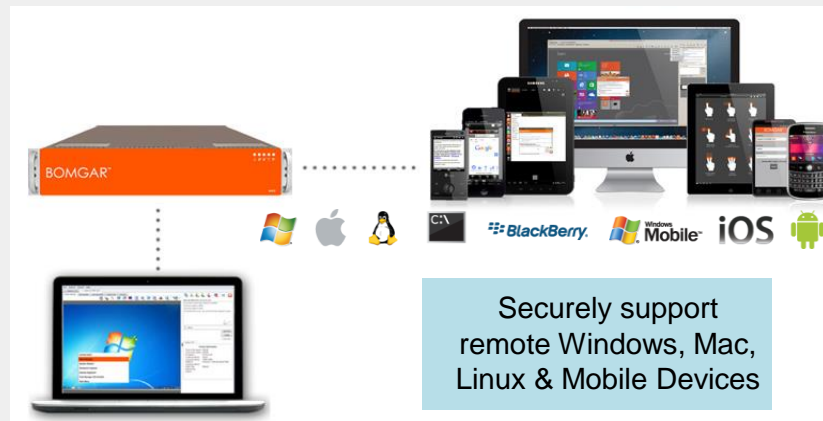
Next Generation Remote Support

- Supports Internal & External Networks
- Supports Mobile, Servers, Desktops
- Collaboration, Chat, Surveys

#1 in Enterprise Remote Support



Net Promoter Score = 65



Trusted by **8,500+** customers around the world

service**now**

QUALCOMM

ASCENSION
HEALTH



Bomgar Advantages

Secure

Addresses #1 security vulnerability of enterprises, centrally controlled, third-party tested, DoD-validated

Multi-Platform

Supports multiple use cases and platforms (Windows, Mac OS, Linux, BlackBerry, Android, iOS)

Mobile Support

Works across major mobile OS and device platforms for client and rep

Internet-Enabled

Supports internal & external network environments without existing configuration or infrastructure

Collaboration

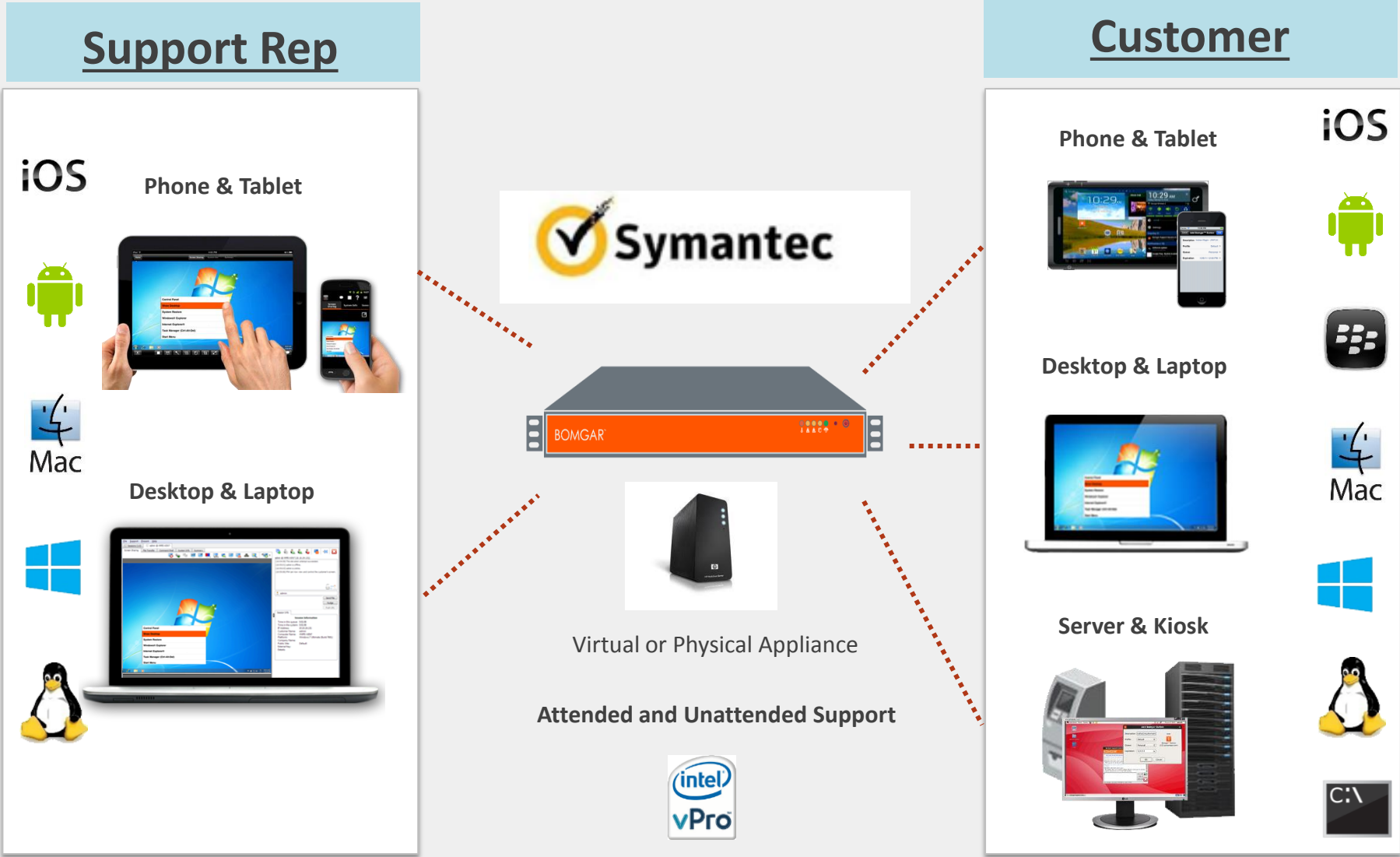
Supports session sharing / escalation and vendor access management

Manageability & Scalability

Scales to 10K+ reps, integrates with ITSM, policy-based provisioning, in-depth analytics, & automation



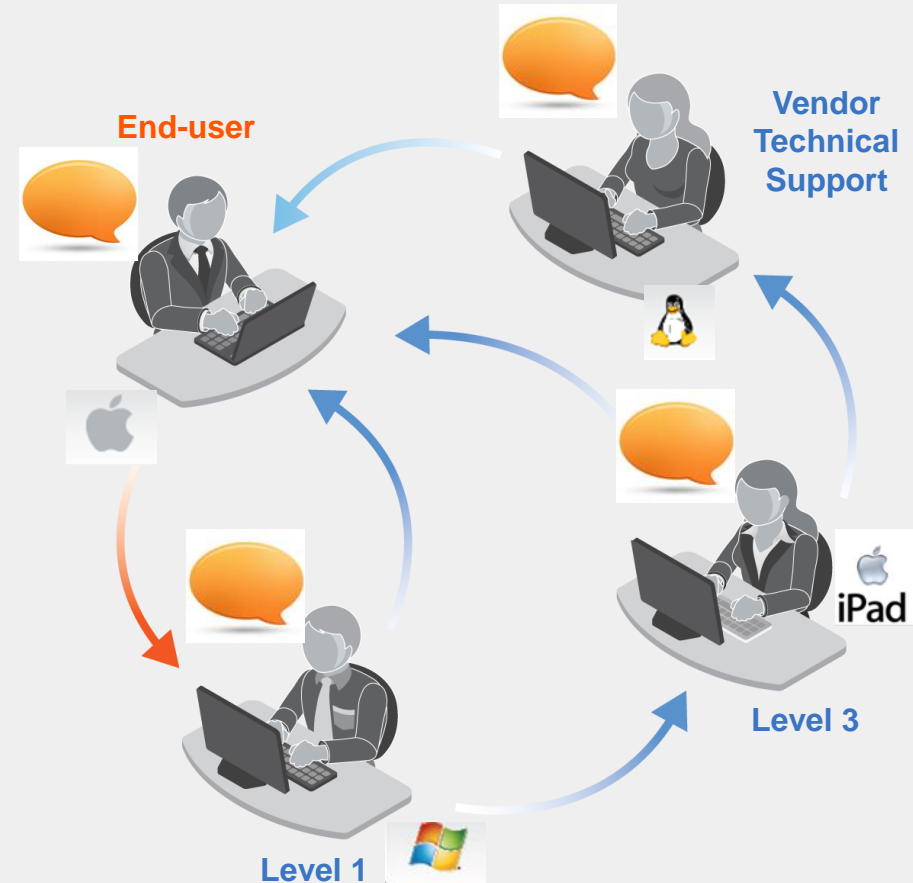
Appliance Based Architecture



Collaboration

SEAMLESS CROSS-PLATFORM COLLABORATION

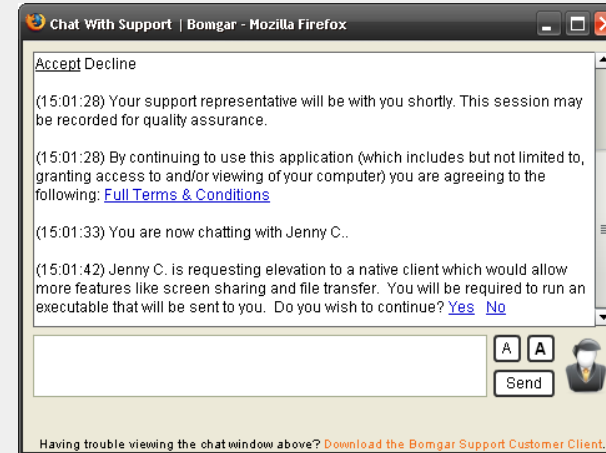
- Collaborate with end-users and other technicians on multiple platforms
- Securely invite external vendor independent of platform
 - Secure connection
 - Fully auditable
- Increase on the job training
- Reduce Mean Time to Resolution (MTTR)
- Improve first call resolution



Chat & Survey Capabilities

CHAT

- Faster response
- Reduce language barriers
- Handle 2-4 incidents simultaneously
- Canned scripts & instructions



SURVEYS

- Immediate Feedback
- Monitor Support Rep's performance
- Measure Customer satisfaction

Support Session Complete

Thank you for using Bomgar! Bomgar has been completely removed from your computer. Your computer can no longer be accessed or controlled using Bomgar.

Survey

How would you rate your overall experience with the Help Desk? Would you say it was: ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent

Was your issue resolved timely and to your satisfaction? ☐ Yes ☐ No

How would you rate the representative's ability to help you or get you to someone who could help you resolve your issue? ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent

How would you rate the representative's overall knowledge of your problem or question? ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent

And how would you rate the representative on being courteous? ☐ Poor ☐ Fair ☐ Good ☐ Very Good ☐ Excellent

Did you try to resolve your issue by reviewing the self help knowledgebase prior to contacting the help desk? ☐ Yes ☐ No

If no, do you think that you could have resolved the issue yourself with information from the self help knowledgebase? ☐ Yes ☐ No

Please add any comments regarding your experience:

Register for Preferred Bomgar Pricing and Free Licenses:

www.bomgar.com/pcanywhere





BOMGAR / Symantec DEMO



Q&A