



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](http://www.bomgar.com/pcanywhere)

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

**BOMGAR™**

The Symantec logo, consisting of a yellow circle with a black checkmark inside, followed by the word "Symantec" in a bold, black, sans-serif font.

 **Symantec**



## 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](http://www.bomgar.com/pcanywhere)

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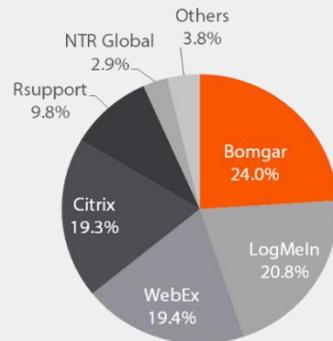


# Bomgar at a Glance

## 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



# Bomgar Advantages

## ***Secure***

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

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## ***Multi-Platform***

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

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## ***Mobile Support***

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

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## ***Internet-Enabled***

Supports internal & external network environments without existing configuration or infrastructure

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## ***Collaboration***

Supports session sharing / escalation and vendor access management

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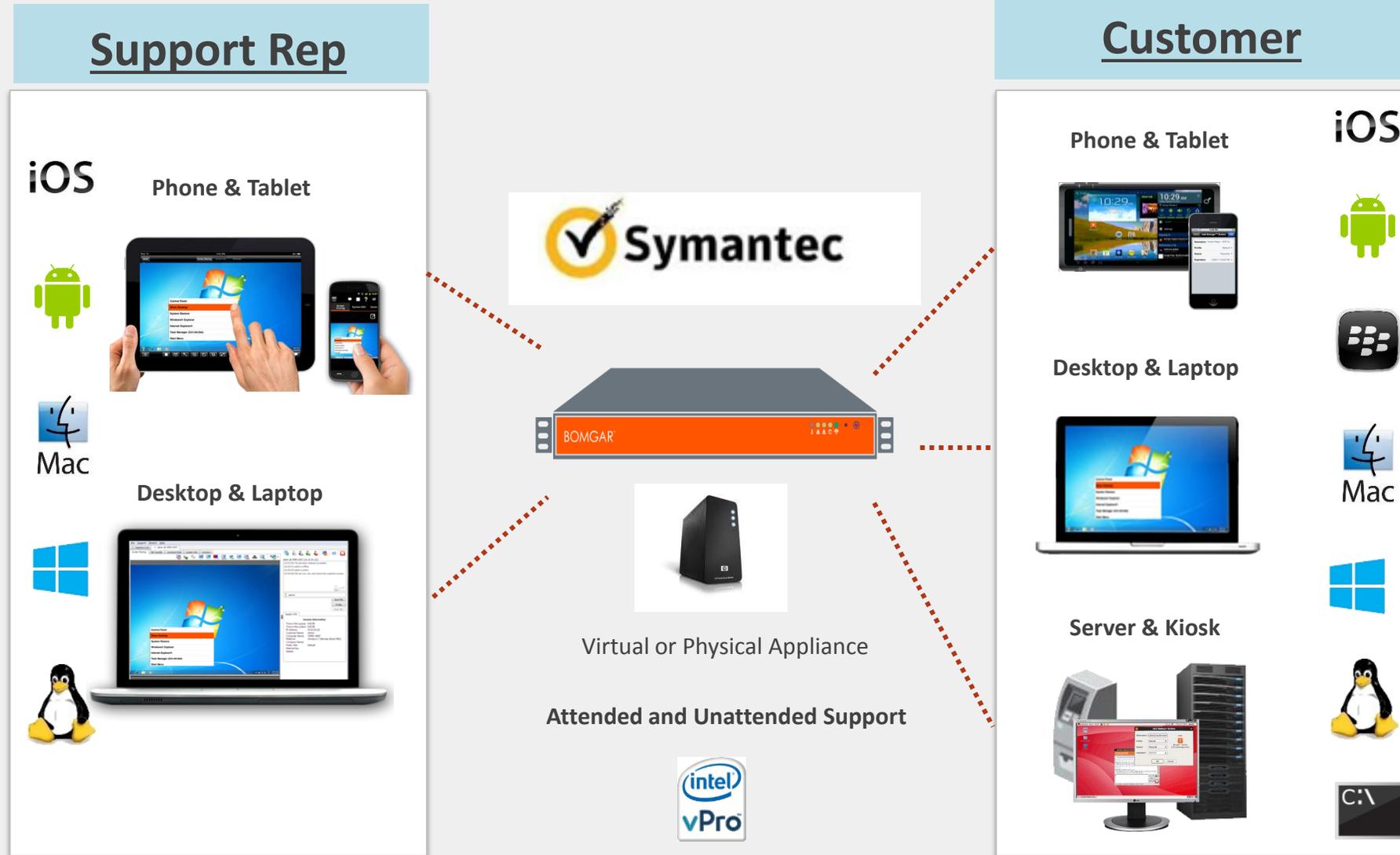
## ***Manageability & Scalability***

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

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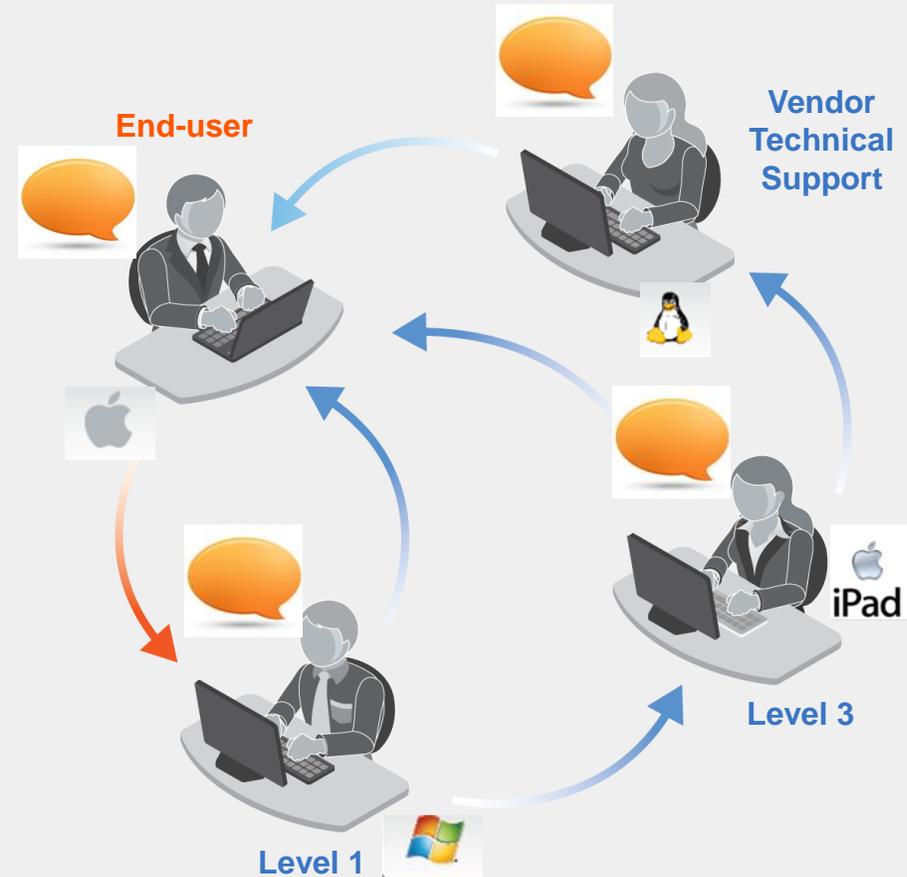
# Appliance Based Architecture



# Collaboration

## SEAMLESS CROSS-PLATFORM COLLABORATION

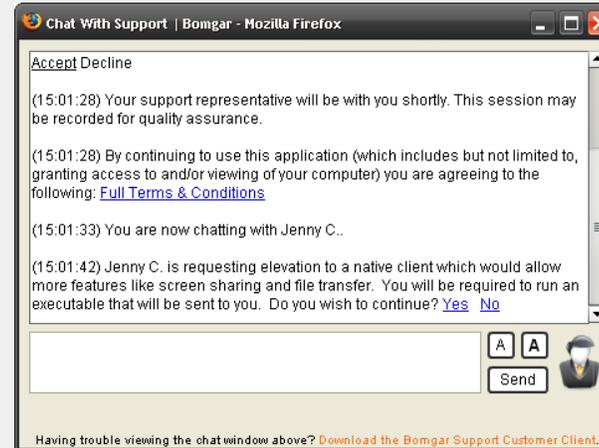
- Collaborate with end-users and other technicians on multiple platforms
- Securely invite external vendor independent of platform
  - Secure connection
  - Fully auditable
- Increase on the job training
- Reduce Mean Time to Resolution (MTTR)
- Improve first call resolution



# 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](http://www.bomgar.com/pcanywhere)





# BOMGAR / Symantec DEMO



# Q&A