



Mac Adoption is Rising - Even in the Enterprise

Support cannot afford to ignore Mac any longer. Long used in educational environments and creative departments, Mac is fast becoming a prominent desktop choice in the enterprise, too. According to a recent survey conducted by the Enterprise Desktop Alliance, 74% of organizations intend to keep their Macs and buy additional devices in the future.

Increased Mac usage can only mean increased Mac-related support issues. Unfortunately, most remote support products simply don't support Mac at all, and many of the ones that do don't work through firewalls. Thus far, if you needed remote support for a Mac outside the company firewall, you've had to settle for patched together solutions, awkward connection processes and limited functionality.

Bomgar has supported Mac OS X since 2007. And, unlike some remote support solutions that stop with basic support, Bomgar offers largely the same functionality for Mac as it does for Windows. Bomgar's appliance-based deployment model ensures that sensitive customer or user data stays securely within your company's control, and a web-enabled architecture means that you can support any Mac user anywhere without any configuration.

Support Macs Over the Web, Through Firewalls

Bomgar works seamlessly through corporate firewalls without requiring a VPN or other configuration. With Bomgar, technicians can access remote servers and unattended desktops no matter where they may be located.

Additionally, Bomgar sessions can be initiated in seconds without requiring pre-installed software. This means that you can be on the screen in seconds, even if this is your first time to connect to a Linux-based netbook on a WiFi hotspot around the world.

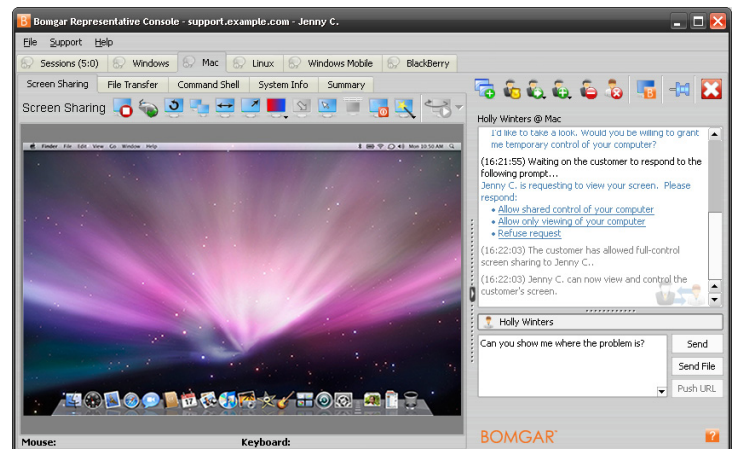


Fig. 1: Reps can connect securely to virtually any Mac system, anywhere in the world, without pre-installed software.

Cross-Platform Support

Bomgar enables the support rep to handle multiple sessions within a tabbed interface. This means that while connected to an iMac at a user's desk, the technician can also connect to a Windows laptop across the world and figure out why the two systems can't exchange data. Additionally, Bomgar supports Linux, Windows Mobile, and BlackBerry, so you can connect and support no matter what the operating system

Bomgar also allows support reps to offer support from Mac OS X to any other platform Bomgar supports. This means technicians who run Mac can control Windows, Mac and Linux systems, or Windows Mobile and BlackBerry devices.

- Fix one system while another reboots
- Install software on multiple systems
- Access all systems involved in an issue



Scripts & Tools

With Bomgar, you can create, organize and catalogue any number of pre-built scripts. This enables your support center to automate routine diagnostics, troubleshooting and remediation. Scripts can also reference a file for more robust tasks such as installing software. This functionality works on Mac as well as other platforms and can be shared across teams to ensure that every rep is using best practices.

In addition to scripts, Bomgar offers numerous shortcuts and tools that speed and automate Mac support.

- **File Transfer:** Drag-and-drop files to and from the remote computer.
- **Reboot and Reconnect:** Reboot and auto reconnect to the remote computer with no end-user present.
- **Command Shell:** Troubleshoot deeper into the remote Linux system.
- **System Information:** Access granular system information in one click. [See CPU usage, Drive capacity, etc.]

Escalation & Integration

With Bomgar, Mac users can have their issue resolved on the first call. If a session needs to be escalated, the Bomgar rep can transfer or share the session with another rep or another team, enabling reps from all over the company to be on the same screen as the problem.

Bomgar ensures that Mac support sessions do not create separate reporting silos. Its centralized, appliance-based model enables you to integrate Bomgar securely into your internal systems and processes. Bomgar also offers pre-built connectors to four service desk management platforms from HP and BMC as well as a robust API and software development kit. Using these integration tools, you can keep all of your incident data in one place by associating Bomgar sessions with your incident IDs.