Integrated Remote Support for SunView ChangeGear Service Desk

SunView Software Inc.

MAXIMIZE IT SUPPORT EFFICIENCY – INTEGRATE WITH BOMGAR

Support and IT organizations using ChangeGear Service Desk platform can integrate Bomgar to improve service levels, centralize support processes and strengthen compliance.

With Bomgar, ChangeGear enables service desk technicians and customers to launch a secure remote support session directly from any ticket module in ChangeGear or the self-service portal.

This integration increases the effectiveness of your technicians with robust remote support, secure chat and incident based mobile device support.

Bomgar's solution is multi-platform, allowing support technicians to remotely support desktops, laptops, servers and mobile devices across operating systems.

NEW CHANGEGEAR SERVICE DESK SUPPORT CAPABILITIES:

- Single-click, end-user initiated chat/remote support session via the ChangeGear self-service portal, service catalog or incident request.
- Technician-initiated remote support session launched directly from any ChangeGear request module.
- Technicians can Jump directly to a remote system (configuration item) directly from an incident, problem or change request.
- Web service automatically generates a ChangeGear incident request from every Bomgar Session.
- Automatic updates of ChangeGear incidents with details from each Bomgar remote support session providing advanced logging and recording capabilities for a complete record of the support transaction.
- Bomgar post-session survey results automatically included in updated incident details.
- Incoming Bomgar support requests are automatically routed to the least busy technician (Enterprise license only).
- Easy technician access to the associated ChangeGear incident ticket directly from the Bomgar console.
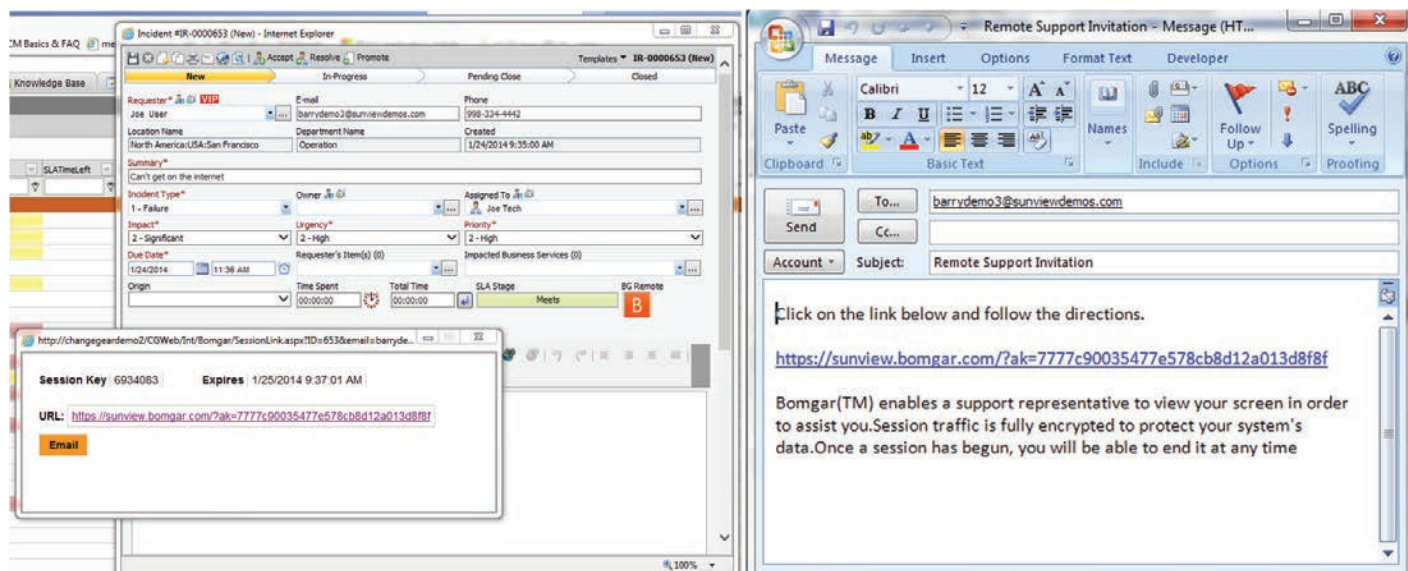
Service Desk Efficiency: Rep can start and view Bomgar support sessions associated with an incident.

PROMOTE SELF-SERVICE WITH SECURE CHAT & REMOTE SUPPORT

With Bomgar, support representatives can communicate securely with customers and other team members. Bomgar records chat transcripts and full session details, ensuring the audit trail is complete. Transcripts of the sessions are automatically saved in service desk tickets where they can be easily reviewed by technicians and managers.

*   Chat with customers and other support technicians or teams
*   Create and send pre-scripted canned messages
*   Send useful URL links to the remote customer
*   Elevate from chat to full remote support with just one click

IMPROVE SERVICE LEVELS & CUSTOMER SATISFACTION

Monitor customer satisfaction and support performance with Bomgar's customizable surveys. Administrators can survey both the customer and the support technician at the end of each remote support session.

*   Increase survey response rate with immediate survey delivery after each session
*   Customize the survey format
*   Create separate surveys for customers and technicians
*   Create unique surveys for each of your customer groups

SUPPORT VIRTUALLY ANY PLATFORM, ANY DEVICE, ANYWHERE

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

ASSURE DATA SECURITY & COMPLIANCE

Bomgar's appliance-based architecture keeps sensitive remote support logs and screen sharing recordings in-house, rather than routing them through a third party. Maintain an automated, detailed audit trail with Bomgar's security-tested appliance.

*   Secure remote access to internal systems
*   Automated record of every remote support session

INCREASE EFFECTIVENESS, EFFICIENCY & RETENTION OF TALENT

Bomgar lets technicians work directly with the systems they're supporting - from anywhere. Eliminate travel costs, lower your cost per call, and allow staff to serve customers regardless of location.
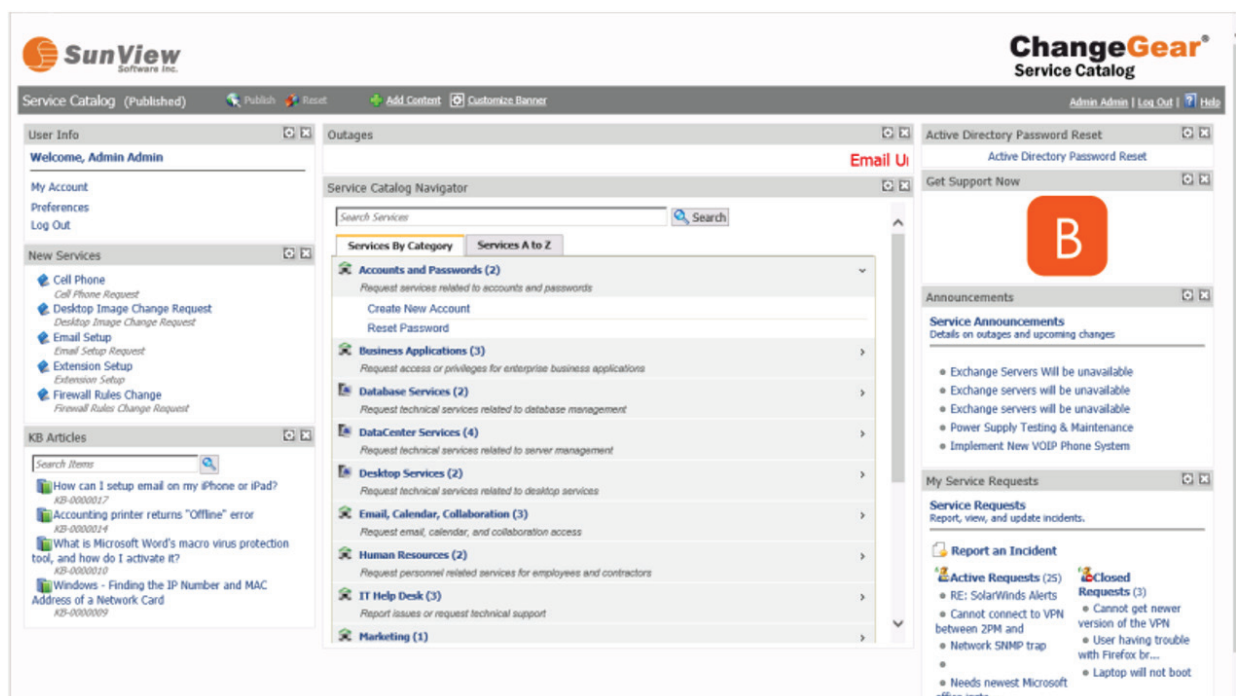
Self-Service: Rep can start and view Bomgar support sessions associated with an incident.

BOMGAR™

Multi-Session Control
- Tabbed interface for easy multi-tasking
- Troubleshoot multiple systems at once
- Reboot and reconnect (even in Safe Mode)

Presentation Mode
- Show rep's screen to 15 people
- Train remote customers / employees
- Record videos of training sessions

Scripts
- Create and organize pre-built scripts
- Automate routine troubleshooting
- Share scripts across teams

Escalate / Collaborate
- Share / transfer sessions with other reps or outside vendors
- "Rep invite" for escorted guest tech access
- Chat with team members

File Transfer
- Drag-and-drop files
- Enable / Disable file transfer for individual reps or teams

Jump Technology
- Access unattended servers or desktops
- Instant multi-platform remote access (via pre-installed Jump Client)
- Clientless remote access for Windows systems (via Jumpoint)

View a full list of features at www.bomgar.com

"We are pleased to partner with Bomgar to offer a tightly integrated Remote Support solution with ChangeGear Service Desk Platform. The combined solutions deliver exceptional business value for our respective clients."

SENG SUN - CHIEF EXECUTIVE OFFICER, SUNVIEW SOFTWARE

BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient remote support solution available. Our Professional Services help drive efficiency, productivity, security and higher return on investment in the Bomgar solution. Visit www.bomgar.com/services.

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ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company's appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 8,000 companies across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, Washington D.C., Paris, Singapore and London, and on the web at www.bomgar.com.

GET STARTED

Gain efficiency, productivity and a faster ROI from your service desk by integrating Bomgar.

TO GET STARTED: Please contact your Sales Account Manager today at 866.205.3650

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