



BOMGAR INSIGHT:

Taking Support to the Next Level

Do you ever wish you could see through the eyes of your end user? Sometimes verbal directions just don't cut it when troubleshooting, and you need something more.

Bomgar InSight's mobile device video feature makes this possible. Bomgar InSight allows technicians to access the end user's mobile camera to stream live video or take pictures during a support session.

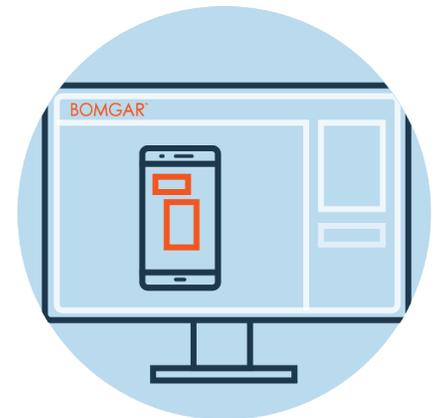
SEE WHAT YOUR END USERS SEE.



DRAW & ANNOTATE ON THE SCREEN.



CAPTURE SECURE SCREEN SHOTS.



The ability to conduct mobile support sessions with a live video feed is just another way that Bomgar is revolutionizing the way you provide remote support.

Bomgar InSight is an included feature of Bomgar Remote Support and Bomgar Connect. To learn more, visit www.bomgar.com/remote-support/features/insight

Using Bomgar InSight can help techs support users in ways they never thought possible.



"My screen is frozen!"

What if the problem is with the computer screen itself? The infamous "blue screen of death" does not mean a rep's ability to remotely support a user is impossible. With the video feature you can see the error message on the computer as if you were actually there and walk the user through troubleshooting the problem.



"Which yellow wire?"

Ensure that your end user is making the correct changes to physical hardware by seeing the control panel or circuit board they are troubleshooting in real time. Annotate to highlight specific areas on the video feed and append the recording to the session transcript.



"I can't connect to WiFi!"

Support a user even if they can't connect their computer to the internet. Using a mobile network connection, a video session can be launched to give techs the ability to see the user's screen without even connecting to the computer.



"I can't get the projector to connect."

Today's conference rooms are set up with webcams, screens, projectors, telephones and many other things. Help meeting attendees troubleshoot issues via the video capability instead of physically going to the room.



"I don't see any serial number."

For IT help desks, speed and accuracy are imperative. Instead of waiting for someone to locate and painfully read off an asset tag or serial number, capture a picture of it through their phone, making it easier for both you and the end user.

ABOUT BOMGAR

Bomgar is the leader in Secure Access solutions that empower businesses. Bomgar's leading remote support, privileged access management, and identity management solutions help support and security professionals improve productivity and security by enabling secure, controlled connections to any system or device, anywhere in the world. More than 10,000 organizations across 80 countries use Bomgar to deliver superior support services and reduce threats to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris, and Singapore. Connect with Bomgar at www.bomgar.com.