

Bomgar iOS Customer Client

SECURELY EXTEND SUPPORT TO USERS OF THE IPHONE® AND IPAD®

12.1

WHAT IS THE BOMGAR iOS CUSTOMER CLIENT?

The **Bomgar iOS Customer Client** is a new capability in Bomgar 12.1 that securely extends remote support to users of the highly popular Apple iPhone® and iPad® mobile devices.

Bomgar's iOS Customer Client is ideal for enterprises with a mobile device usage policy that requires support of the Apple iOS platform. Now employees and end users with iPhones® and iPads® can get the support they need to be more productive while mobile.

BENEFITS OF THE BOMGAR iOS CUSTOMER CLIENT

Keeps remote support in pace with the evolving mobile enterprise landscape

Whether personally owned or company issued, iPhones and iPads are ending up in the workplace, and are becoming essential communication and collaboration tools for an ever-growing number of enterprise workers. Bomgar's iOS Customer Client makes it easy to expand secure remote support to these users.

Increases remote support efficiency and customer satisfaction

With Bomgar's iOS Customer Client, support reps can now remotely diagnose and fix issues on Apple iOS devices, improving both support productivity and end customer satisfaction.

BOMGAR iOS CUSTOMER CLIENT CAPABILITIES

Bomgar can take your support center closer to full remote control of iOS mobile devices than any solution currently available. Current capabilities include:

- **Secure Session Chat:** Use Bomgar to chat in real-time with mobile users to better understand the issue.
- **Web Co-Browsing:** Support reps using Bomgar can see the same web sites and web apps that the end user is actively viewing on their mobile device, offering immediate guidance to troubleshoot the issue.
- **Screen Capture Viewing:** End users can share captured screen shots of issues with their support rep, to further collaborate on the challenges they may face with their mobile device.
- **Push Configuration Profiles:** Support Reps can push URL's of available configuration profiles to an end user via chat, rapidly resolving common configuration issues.



WHAT IS BOMGAR 12.1?

Bomgar 12.1 is the latest software driving Bomgar – the worldwide leader in secure enterprise remote support.

The new Bomgar 12.1 delivers market leading security controls, the broadest support for mobile devices, and best in class enterprise remote support productivity tools. Companies adopting Bomgar 12.1 can rapidly deliver the most secure and cost effective remote support to their employees and end users.

Bomgar 12.1 addresses three key challenges facing enterprise support:

- **Security & Compliance:** Add layers of support security and control, along with increased adherence to internal and third-party compliance standards
- **Mobility:** Broaden the reach of your support organization to more users on mobile devices
- **Enterprise Productivity:** Deliver the best support rep tools for faster issue resolution, and offer the ability to cover support cases.

BOMGAR SUPPORTS THE WIDEST VARIETY OF MOBILE PLATFORMS

The **Bomgar iOS Customer Client** continues Bomgar's commitment to our customers of a true multi-platform collaborative remote support solution.

BOMGAR'S PLATFORM SUPPORT

Provide support **to** the following platforms:



Provide support **from** the below platforms:



12.1

GET STARTED WITH BOMGAR 12.1 TODAY

Let Bomgar transform your enterprise remote support into a strategic asset and positive extension of your brand. Bomgar 12.1 delivers the best in remote support security, mobility, and enterprise productivity.

TO GET STARTED: Please contact a member of our sales team today at **+33 (0) 1 5660 5088**

ABOUT BOMGAR

Bomgar is the worldwide leader in secure, enterprise remote support solutions. The company's award-winning solutions enable organizations to improve IT support efficiency by securely accessing and managing virtually any system – Windows®, Mac®, Linux®, Android™, BlackBerry®, the iPhone®, iPad® and most versions of Windows® Mobile, regardless of their location. More than 6,000 companies across 65 countries have deployed Bomgar's enterprise-class solutions to rapidly transform their IT support functions and significantly improve operational efficiency and customer satisfaction while dramatically reducing costs. Bomgar is privately-held with offices in Jackson, Atlanta, Washington D.C., Paris and London. In 2011, **Bomgar was named one of the fastest-growing technology companies in America by Deloitte**, and one of **America's fastest-growing private companies by Inc. Magazine**.