

Remote Access Software Case Study

NATIONAL ASSOCIATION OF COMPUTER REPAIR BUSINESS OWNERS
NACRBO

Veteran Owned
Nationwide
Remote Support

We **FIX** all your Problems
High Quality Remote Computer Support at "YOUR" Convenience

256-bit AEL SSL Encryption
We use BOMGAR™ B100 for secure connections

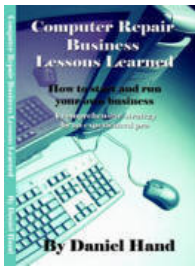
Just a **Call** Away
888-710-9006

BOMGAR™ B100

Typical Problems: Spyware/Virus's/Slow Computer/Tune-Up's

Visit us Today : www.OnlineComputerConnection.com

Computer Repair Business Lessons Learned
www.ComputerRepairBusiness.net



Company Background

Computer Medics of Northern Virginia was established in 2004 and has a team of five experts that design and maintain computers, networks and web design for small businesses and remote users. We strive on providing improvements in all aspects of our clients IT needs, and we start first with our own.

Customer Issue

Computer Medics wanted an easier approach to managing the hundreds of PCs and servers across the various networks it maintains, and something that proved less time consuming than having to utilize applications that were used in the past such as LogMeIn, VNC, Cross-Loop, Dual-Desk, etc. Sometimes customers will contact us and vice having to go to their location or try to explain something over the phone it is much easier to just connect to them and resolve the issue. Along with that we also own and operate Online Computer Connection which provides remote support nationwide.

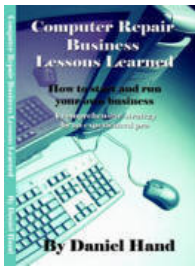
Factors that were considered:

- 1) Ease of use
- 2) Support
- 3) Customization
- 4) Overall Cost

"I wanted a solution that would provide us with more free time in order to concentrate on other aspects of the business but with the confidence that our customers' networks are up and operational," We needed a solution that was accessible when we needed it and could utilize it from any location we were at.

Solution Chosen Computer Medics chose Bomgar Corporations B100. Bomgar specializes in hardware based remote desktop solutions. With the B100, you can gain remote desktop access to Windows, Mac and Linux desktops through a state-of-the-art appliance that sits on your desk. You can even remote control Windows Mobile devices.

In 2008 Computer Medics purchased the Bomgar B100, Bomgar's small business model appliance. Many of our customers are businesses and security was a main feature that we needed to make sure was fully implemented into our solution. With the Bomgar being HIPAA and SOX compliant and a 256 secure connection that fit the bill. On top of that the unlimited amount of devices that you can "tag" in the system is unlimited which was an added feature. Along with all the options built in the webex type conferencing included in the device made it a valuable asset.



The following capabilities are taken from the Bomgar website

Support Within Your Network

Control Attended Computers

Clients can initiate a remote desktop connection with your help desk via your online support portal for issues that require immediate attention.

Control Unattended Systems

Within your network you can control a computer by selecting it from a directory in the Bomgar™ representative client. Once you have entered valid credentials for a computer, Bomgar™ Jumps to that computer to initiate a remote desktop connection even if the user is not present to grant control.

2. Support Within a Separate Network

Control Attended Computers

To gain control through firewalls, both the support rep and the client connect to the B100 outbound through firewalls, eliminating the need for firewall configuration.

Control Unattended Systems

Jump™ functionality can be extended through the use of Jumpoints – remote control software clients you install within a separate network. Installing a single Jumpoint™ software client at each of your network locations gives you remote desktop access to every unattended computer within these networks. Simply select from a list of computers on the network, enter valid credentials for a computer, and Jump to that computer to start a remote desktop connection even if the user is not present to grant access.

3. Support for Windows Mobile Devices

To receive support for a Windows Mobile device, a client can go to your online support portal and start a virtual support session just like a normal Windows computer.

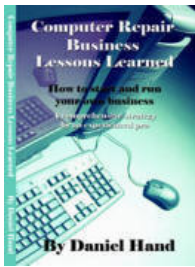
4. Support Outside of the Network

Control Attended Computers

Clients can give you access from anywhere in the world with any web browser via the Bomgar™ support portal.

Control Unattended Systems

Even if the desktop you need to access does not exist on any of your networks, you can still gain desktop access by installing a remote desktop control software client on the computer itself. Install the software client during a standard support session, or email the client software download to multiple computers simultaneously. Once the software client is installed, you can control that computer at any time, even if the user is no longer present.



Customization

Support site branding

The support site HTML is editable via the administrative interface, enabling you to brand your support page.

Session initiation options

Administrators can customize the support portal to allow a remote desktop connection to be initiated via any or all of the following methods:

- Incident submission, which places the customer in the appropriate queue
- Selecting a support rep by name from a list on the support page
- Entering a unique session key

Customizable customer client

- Brand the chat window and presentation client with your own logo or banner.
- Opt to display a fully customizable pre-session agreement at the beginning of each remote access session
- Modify and display a queue alert, which customers will see while they are waiting on a support rep to take them off the queue.
- Schedule an inactive remote desktop connection to be dropped or redirected to another page after a set amount of time, or opt to display an "orphaned session" alert after a customer waits in the queue too long. (Orphaned sessions are set to drop at two minutes by default.)
- The uninstall message shown at the end of a remote desktop access session is customizable via the admin interface.

Post-session options

Allow your customers to download their complete chat transcript and/or a Flash (.flv) recording of your support interaction with them.

User Management

Unlimited user accounts

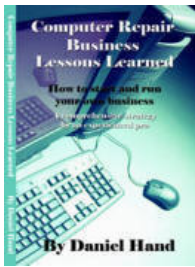
Create an unlimited number of representative accounts for Bomgar™. Because Bomgar™ licenses are based on concurrent usage, individual representatives are welcome to share remote desktop access licenses, but only one representative can use a shared license at a time.

Service stats

Record the number of computers serviced by each representative.

Canned messages

Create pre-built chat messages for efficient and accurate responses to frequent questions. Messages can be organized into categories so that support teams can access messages specific to their needs.



Pushed session queuing

Allow orphaned "pushed" sessions to fall into the general queue, or disallow to automatically end the session. Note: This feature is not available when supporting Mac, Linux, or Pocket PC clients.

Exit survey

Find out what your customers think of your support services or get feedback from reps

- Monitor customer satisfaction and feedback using a completely customizable exit survey. Ask your clients up to 10 questions at the close of their remote desktop connection.
- Require support representatives to complete an exit survey, marking whether issues are resolved or unresolved.

Record chat sessions

Record all text transmitted through the chat feature.

Logging and Reporting

Bomgar™ remote control software collects support session data automatically. You can view and manage these session logs in the administrative interface. Download summary or detailed reports of all session activity into a .csv file, easily transferable to Excel. Run reports based on team, team members, or representative. View Flash (.flv) recordings of remote command shells.

Flash (.flv) Session Recording

Use session recordings to train new support reps on best practices or to keep records of how to resolve specific incidents.

User identification and authentication

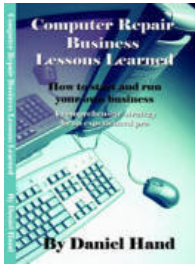
Differentiate administrators from representatives. You can also set various parameters for representative passwords. These include password complexity, failed password lockout, password expiration, and idle user timeout. You can even determine the features and level of control allowed to individual reps.

Session keys

Prevent unknown clients from connecting to reps by requiring clients to connect using randomly generated, single-use session keys.

Automatic backup scheduling

Using an API, schedule automatic appliance backups to ensure your settings are safe in the event of technical difficulties. Backups can be password-protected via the administrative interface to prevent unauthorized access



Cost: As with any device cost is going to come into play. Having looked and tested all the free remote software packages on the market they had some good qualities but not the full suite of tools that we were looking for. On the packages that did cost money such as LogMeIn etc they usually lacked at least a few of the options that the Bomgar package contained.

The B100 is priced at about \$1,900 and that will enable 1 technician to use it at a time. If you get a larger appliance such as the B200 or B300 then you can have more technicians utilizing it at the same time. On top of the cost is an annual maintenance fee that covers support, upgrades etc. This maintenance package is optional.

So for cost you could look at it this way:

Cost	Year 1	Year 2	Year 3	Year 4
Bomgar B100	\$1,900	\$400 (Maint)	\$400 (Maint)	\$400 (Maint)

Total Cost 4 Years: \$3,100.00

Cost	Year 1	Year 2	Year 3	Year 4
LogMeIn Pro	\$599 (10 PC's)	\$599 (10 PC's)	\$599 (10 PC's)	\$599 (10 PC's)
LogMeIn Rescue	\$1,888	\$1,888	\$1,888	\$1,888

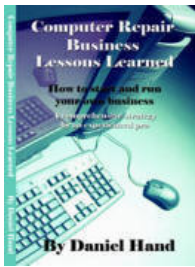
**Total Cost 4 Years: LogMeIn Pro \$2,396.00 (10 Computers Each Year)
LogMeIn Rescue \$7,552.00**

Cost	Year 1	Year 2	Year 3	Year 4
GoToMyPC	\$1,554 (10 PC's)	\$1,554 (10 PC's)	\$1,554 (10 PC's)	\$1,554 (10 PC's)

Total Cost 4 Years: \$6,216.00

Obviously there are many other packages on the market to compare. If you decide to check them out then use the same method as above by determining the yearly cost and then the 4 year cost. Make sure you check into how many computers the package will support along with the features you need. Many of the other packages have "add-ons" for an added cost.

Also, you will notice I did not do comparisons of "free" products such as VNC, Cross-Loop, etc. I believe open source software has a place in a business, but for our business, and what we needed, open source would not suit our needs, nor our customers.



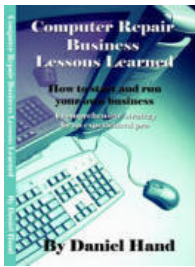
Solution Benefits

We continue to grow as a business and with the Bomgar B100 we can easily add as many computers to the device that we want. In the future we can use Bomgar's upgrade plan and slide into the B200 or B300 should the need arise. The major benefit is the support we can not give our customers is even better and more efficient. We can utilize the "tagging" feature for customers and remove the "tag" whenever we see fit. Right now we can direct people to <http://cmonova.com/remote1.htm> or <http://onlinecomputerconnection.com/remote> and it will direct them to <https://support.cmonova.com/> from there we can have them click the "Representative" that is logged in, put in a session key we supply them with, or e-mail them a key beforehand.

In today's market you have to stay on top of things and find ways that you can serve your customers better, and also improve upon your processes you have in place.

Utilizing remote features is a big part of our business and I see it growing even more in the future. As of this writing, with the price of gas increasing each day the need for a remote support option is even greater for any business.

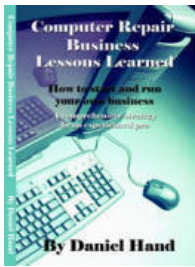
Do your research on all the products on the market and determine for yourself what exactly you are looking for and what features you must have. I caution you not to base your decision on cost alone. Typically you will find that if you use that as your determining factor you will no be pleased.



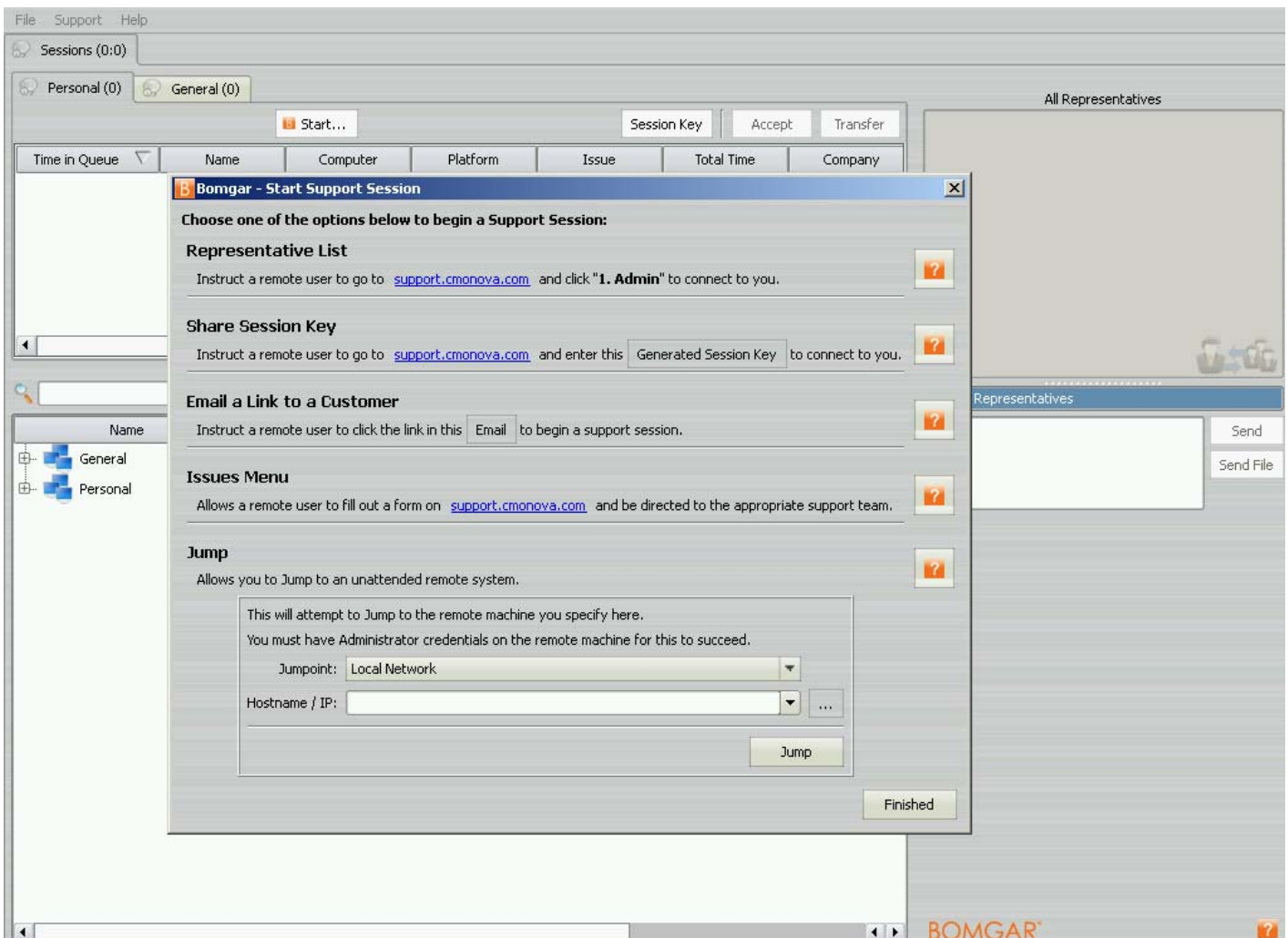
On the following pages you will find many example screen shots of the Bomgar 100 that we currently have in place.

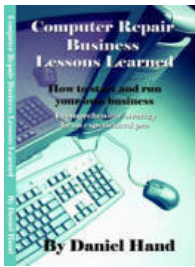
Below is a screen shot of the Representative Client. As you see you can list computers under different groups. With the version you will be able to note actual names if you'd like.

Name	Status	CPU	Disk	Uptime	Company
HLMS					
BASEMENT	Unavailable	0	C: 15%, D: 87%	5 days 11 hours 33 minutes	Windows XP H
COACH	Available	1	C: 43%, E: 38%	35 days 2 hours 2 minutes	Windows Server
CORNERBACK	Available	0	C: 19%	6 days 9 hours 10 minutes	Windows XP P
LINEBACKER	Available	0	C: 15%	1 days 20 hours 35 minutes	Windows XP P
RECEIVER	Available	0	C: 17%	3 hours 6 minutes	Windows XP P
Krick					
KRICK-A3B0B4C0B	Available	1	C: 54%	1 days 10 hours 5 minutes	Windows XP H
Utility					
ADMIN01	Available	0	C: 97%, E: 19%	8 days 21 hours 33 minutes	Windows XP P

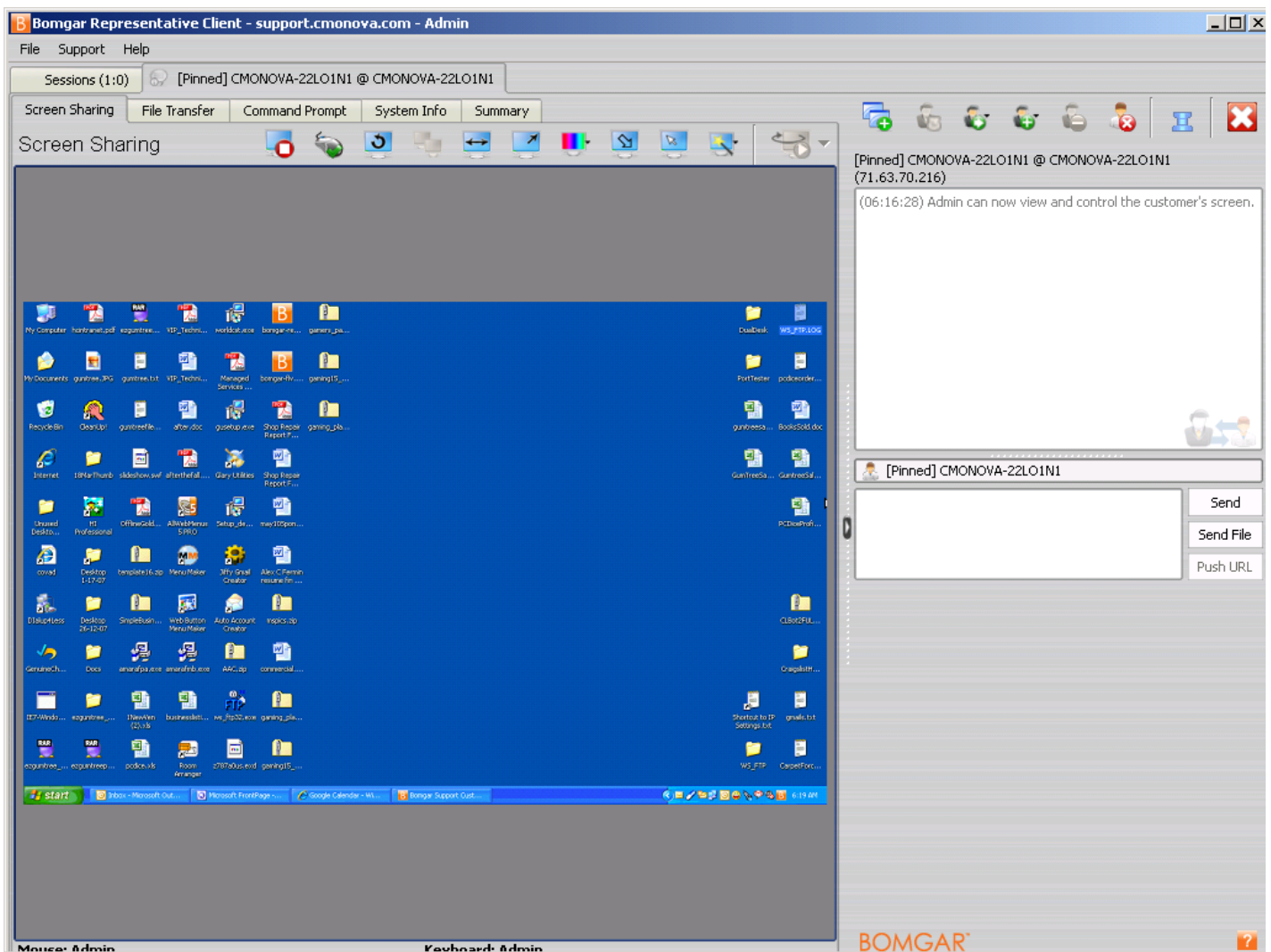


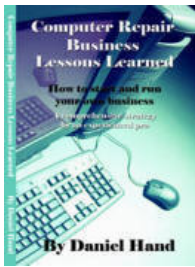
Below is a screen shot of different ways to connect to customers.



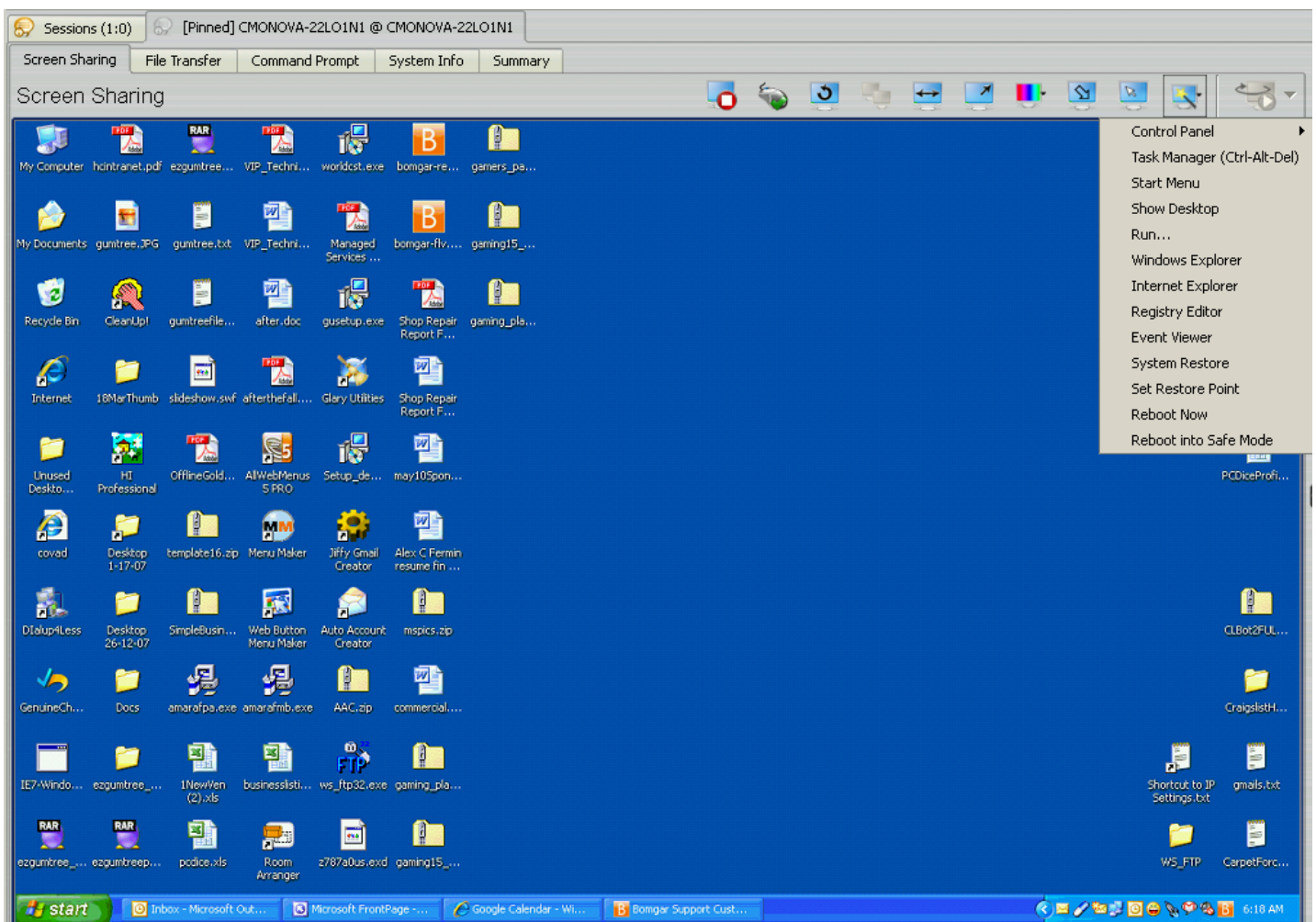


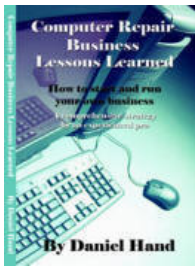
Below is a screen shot from being connected as you can see you can chat with the customer if you would like or just have that right side of the screen slide out of view.



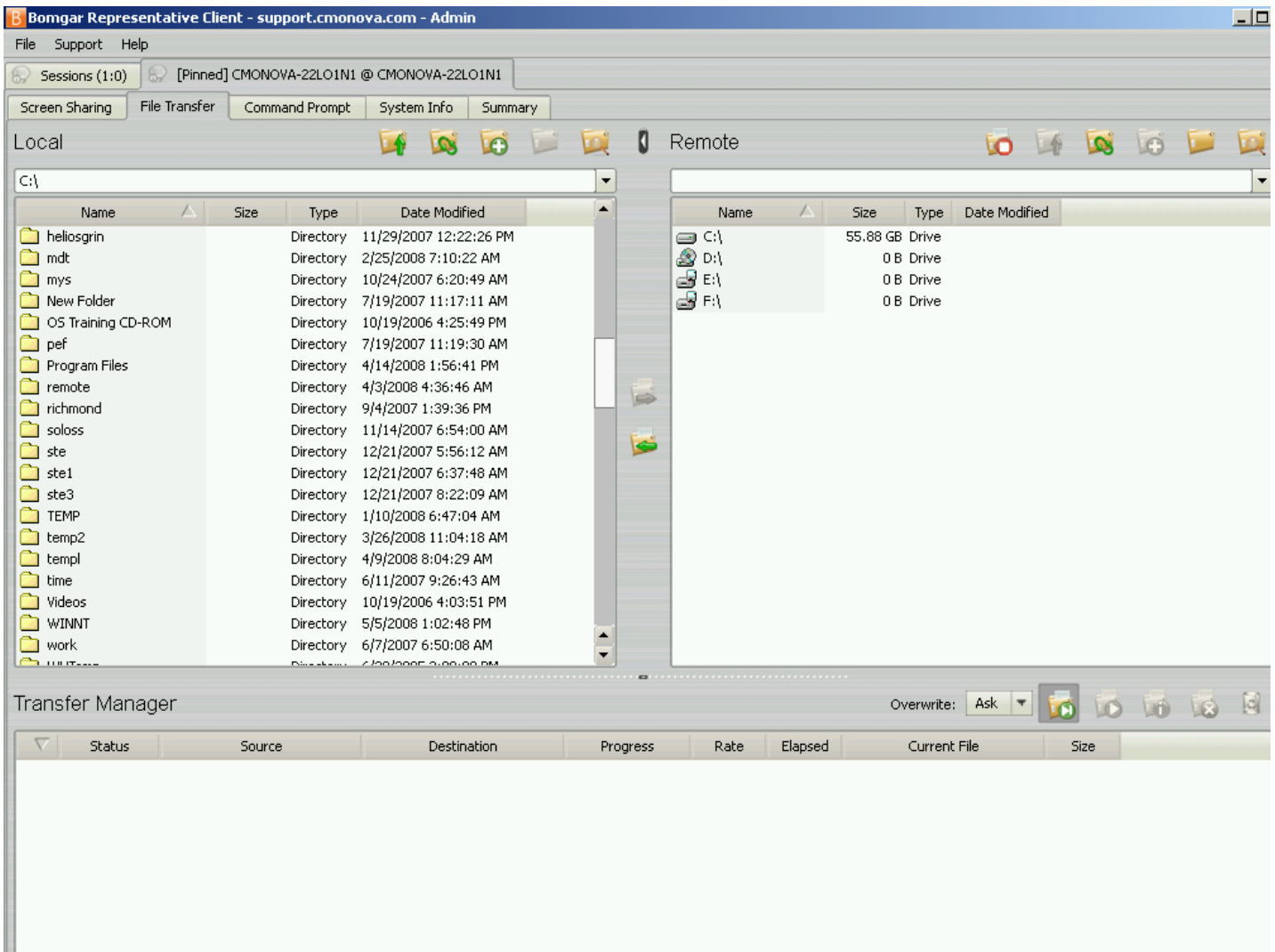


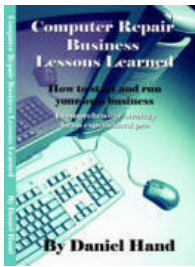
Below is a screen shot once connected to a computer. As you can see from the drop-down there are many options you can select from.





Below is a screen shot of file sharing.





Below is a screen shot of "system information".

Bomgar Representative Client - support.cmonova.com - Admin

File Support Help

Sessions (1:0) [Pinned] CMONOVA-22LO1N1 @ CMONOVA-22LO1N1

Screen Sharing File Transfer Command Prompt System Info Summary

System Info

Overview Devices Processes Events Programs

General

Version	Windows XP Home Edition Service Pack 2 (Build 2600)
Computer Name	CMONOVA-22LO1N1
System BIOS	HP - 6040000 Ver 1.00PARTBL (06/07/04)
Processor 1 Info	Intel(R) Pentium(R) 4 CPU 3.00GHz
Processor 2 Info	Intel(R) Pentium(R) 4 CPU 3.00GHz
Windows Directory	C:\WINDOWS
System Directory	C:\WINDOWS\system32

Memory

Memory Load	41%
Physical Total	2.00 GB
Physical Free	1.18 GB
Page File Total	2.60 GB
Page File Free	1.71 GB
Virtual Total	2.00 GB
Virtual Free	1.18 GB

Drives

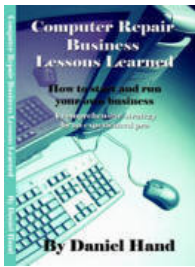
Drive	Type	Total Space	Used Space	Free Space	Percent Used
C:\	Local Disk	55.88 GB	49.22 GB	6.66 GB	88%
D:\	CD Drive	0 B	0 B	0 B	0%
E:\	Removable	984544 KB	983168 KB	1376 KB	100%
F:\	Removable	3.75 GB	803456 KB	2.96 GB	20%

Processes (Top 5)

Name	CPU	Mem Usage
bomgar-scc	15%	18380 KB
csrss	0%	6676 KB
winlogon	0%	3252 KB
services	0%	5068 KB
lsass	0%	1388 KB

Events (Last 5)

Date/Time	Log	Type	Source	Event	User	Computer
May 14, 2008 03:01:07 AM	System	Information	NtServicePack	4377	NT AUTHORITY\SYSTEM	CMONOVA-22LO1N1
May 10, 2008 05:12:20 PM	Application	Error	MsiInstaller	11706	CMONOVA-22LO1N1\Dan	CMONOVA-22LO1N1
May 10, 2008 05:12:20 PM	Application	Information	MsiInstaller	11729	CMONOVA-22LO1N1\Dan	CMONOVA-22LO1N1
May 10, 2008 05:10:39 PM	Application	Warning	MsiInstaller	1001	CMONOVA-22LO1N1\Dan	CMONOVA-22LO1N1



Below is an Admin screen from the backend. As you can see you can configure the info the customer sees upon the initial connection. You can also do "exit surveys", and the "jump" features can be configured from here as well.

BOMGAR™

English (US) | Administrative Interface | Admin | **USER LC**

[STATUS](#) [MYACCOUNT](#) [CONFIGURATION](#) [USERACCOUNTS](#) [REPORTS](#) [PUBLICSITE](#) [LOCALIZATION](#) [MAN](#)

[OPTIONS](#) [CUSTOMER CLIENT](#) [EXIT SURVEYS](#) [SUPPORT TEAMS](#) [JUMPOINT™](#) [JUMP CLIENTS](#) [CANNED MESSAGES](#) [PRES](#)

Customer Client :: Display Options

Display Customer Agreement Before Session

Title Localization Interface

Save

Default: Customer Agreement

Text Localization Interface

Save

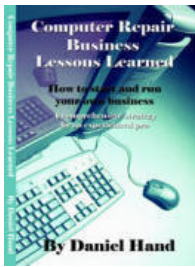
Default: This application allows a support representative to request control of your computer.

Display Customer Greeting Before Session

Localization Interface

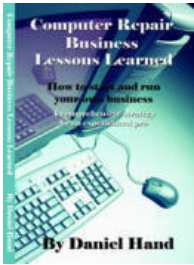
Save

Default: Your support representative will be with you shortly. This session may be recorded for quality assurance.



Below is an example of the “backend” admin panel. The screen shows all the sessions you have done.

STATUS MYACCOUNT CONFIGURATION USERACCOUNTS REPORTS PUBLICSITE LOCALIZATION MANAGEMENT										
Support Session Report :: All Sessions										
Back to Reporting										
Sessions From Apr 14, 2008 Until Present Ordered By: Date, Rep, Time Total Sessions: 137 Page: 1 2 Next > Last >>										
Session ID	Started	Duration	Customer's Name	Final Rep's Name ("HH:MM" Time Involved)	Final Rep's Team Memberships	Additional Reps ("HH:MM" Time Involved)	Files Transferred	Details	Chat Transcript	Session Recording
144	2008-04-14 14:45:09	00:08:26	[Pinned] CMONOVA-22LO1N1	Admin (00:08)			0	Details	View Download	View Download
145	2008-04-14 15:31:17	00:00:38	[Pinned] CMONOVA-22LO1N1	Admin (00:01)			0	Details	View Download	View Download
146	2008-04-14 16:54:04	00:01:27	eglover	Admin (00:01)			0	Details	View Download	View Download
147	2008-04-15 12:00:50	01:33:52	[Pinned] CMONOVA-PC	Admin (01:34)			0	Details	View Download	View Download
148	2008-04-15 12:23:11	00:00:59	[Pinned] SERVER	Admin (00:01)			0	Details	View Download	View Download
149	2008-04-15 12:38:09	00:56:28	[Pinned] CMONOVA-22LO1N1	Admin (00:56)			0	Details	View Download	View Download
150	2008-04-15	00:00:00	[Pinned] CMONOVA-	Admin (00:00)			0	Details	View	View



Below is an example of a "session details" report. It is actually quite long and very detail oriented. If you look at the top right hand side of the screen you will see "chat transcript" and "session recording".

[STATUS](#)
[MYACCOUNT](#)
[CONFIGURATION](#)
[USERACCOUNTS](#)
[REPORTS](#)
[PUBLICSITE](#)
[LOCALIZATION](#)
[MAN](#)

Support Session Detail

[Back to Results](#)
[Back to Reporting](#)

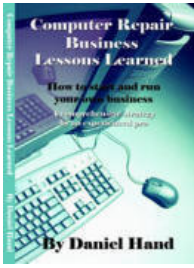
Session Details

Session ID	Started	Ended	Duration	# Files Transferred	Chat Transcript	Session Recording
243	2008-04-29 17:25:15	2008-04-29 18:09:04	00:43:49	0	View Download	View Download

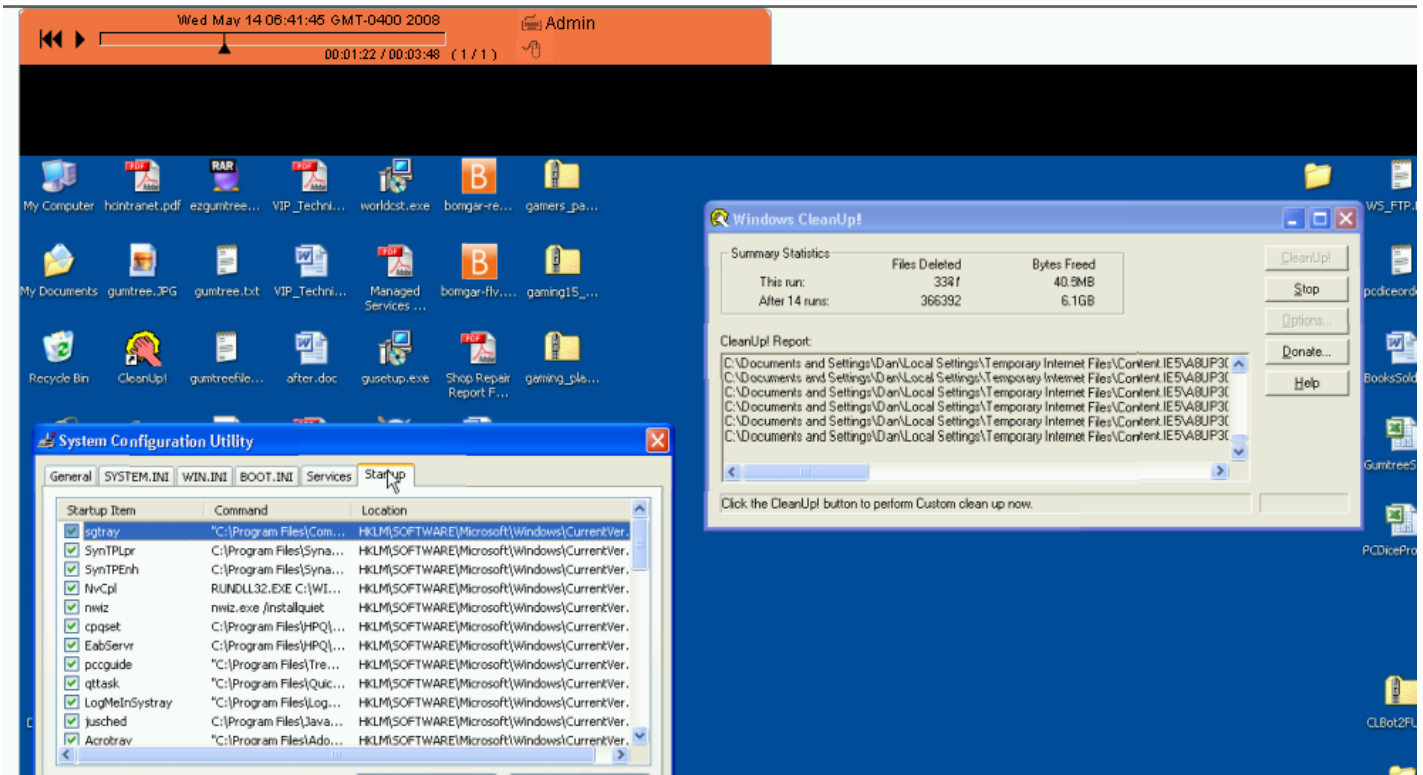
Session Actors

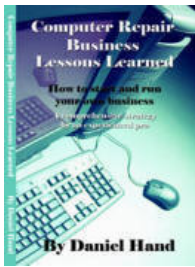
Customer's Name	Customer's Public IP	Customer's Private IP	Final Rep's Name ("HH:MM" Time Involved)	Rep's Public IP	Rep's Private IP	Additional Reps ("HH:MM" Time Involved)
[Pinned] CMONOVA-22LO1N1	71.63.70.216:1213	192.168.1.10	Admin (00:44)	69.3.157.88:59035	192.168.1.221	

Timestamp	Event Type	Destination	Performed By
2008-04-29 17:25:15	Session Start		
2008-04-29 17:25:15	Conference Owner Changed	Customer Pre-wait Conference	owner Customer Pre-wait Conference
2008-04-29 17:25:16	Conference Member		[Pinned] CMONOVA- name [Pinned] CMONOVA-22LO1N1



Below is a screen shot of a remote session that was recorded. This you can open up right in your browser vice having to download it.





Below you will find a screen shot of the “presentation” setup information. With this you can schedule a training session etc and invite multiple people. Very nice feature to have included in the package.

STATUS MYACCOUNT CONFIGURATION USERACCOUNTS REPORTS PUBLICSITE LOCALIZATION MANAGEM

OPTIONS CUSTOMER CLIENT EXIT SURVEYS SUPPORT TEAMS JUMPOINT™ JUMP CLIENTS CANNED MESSAGES PRESENTAT

Presentation Attendee Client :: Display Options

Display Attendee Agreement Before Session

Title custom English (US) en-us Localization Interface

Attendee Agreement Save

Default: Attendee Agreement

Text custom English (US) en-us Localization Interface

Save

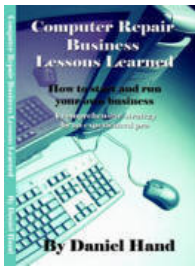
Default: This application allows you to view a Presenter's screen. It does not allow the Presenter to view or make changes to your computer.

Display Customer Greeting Before Session

custom English (US) en-us Localization Interface

Save

Default: Welcome to %PRESENTATION_NAME%. The presenter's name is %REP_NAME%.



About Daniel Hand

Daniel Hand is one of the owners of Computer Medics of Northern Virginia, Online Computer Connection and also the Author of Computer Repair Business Lessons Learned.

For more information on Computer **Repair Business Lessons Learned** please visit:

www.computerrepairbusiness.net

For more information on **Computer Medics of Northern Virginia LLC** please visit:

www.cmonova.com

For more information on **Online Computer Connection** please visit:

www.onlinecomputerconnection.com