



Dell KACE Hosted Integration Guide

For customers of the Free Hosted License offer using KACE.BOMGAR.COM

Revised: 6/1/2012

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Introduction

This document provides the configuration items and necessary steps to integrate Bomgar with the service desk and scripting capabilities of the Dell KACE K1000 Management Appliance. Three primary use cases are detailed in this document, including:

1. Representatives or technicians starting a Bomgar unattended remote support session using Scripting from KACE.
2. End users starting a chat or remote support session by clicking a link in the email confirmation from the KACE Appliance.
3. Representatives or technicians sending an invitation for remote support to the end user directly from the KACE K1000 service desk ticket.

Prerequisites

- This document is specifically written for KACE customers who are using the free hosted Bomgar support site kace.bomgar.com.
- To complete the steps outlined in this document, your Dell KACE K1000 Management Appliance must be running version 5.2.38773 or greater and will need to be fully configured and online.
- To use Bomgar for unattended access from your K1000, you will need to have the KACE agent deployed on the target machines you wish to access. These machines will need to be online with an active AMP connection to the server.
- To use Bomgar from Dell KACE Service Desk tickets, the K1000 Service Desk module needs to be fully configured and enabled for SMTP email capabilities.
- Make sure that you are able to access to the Bomgar Self Service Center at <http://www.bomgar.com/help>.
- From the Bomgar Self Service Center, ensure you have the “Dell KACE Config” option under the Administration section.

Important: Before proceeding with this integration document, it is recommended that you first test your Bomgar user account separately from the KACE K1000 integration. To do this, download the Bomgar Representative Console, log in with your new account, and click the  button in the Bomgar Representative Console to conduct your first Bomgar session. For more information about configuring Bomgar user accounts for your KACE appliance, see the instructions in the Dell KACE Config section of the Bomgar Self Service Center at <http://bomgar.com/help>.

Getting Started

- Log into the Bomgar Self Service Center at <http://bomgar.com/help> using your email address.
- Select the Dell KACE Config option on the left.
- If you have not done so already, follow the Configuration Step Details to Create Bomgar User Accounts.

The screenshot shows the Bomgar Self Service Center interface. The top navigation bar includes "Network Streaming Test", "Knowledge Base Search", and a user profile for "Boatner Blankenstein (NS)" with a "Logout" button. A left sidebar contains navigation options: Home, Notices, My Support (My Incidents, Submit New Incident), Knowledge Base (Advanced Search, Documents, FAQs, Solutions, Downloads), and Administration (Feedback, Dell KACE Config, Manage Subscriptions, Change Password). The main content area is titled "Dell KACE Configuration for Included Bomgar Licenses". It contains an overview of configuration steps: 1. Create Bomgar User Accounts, 2. Configure your K1000 to integrate with Bomgar, and 3. Review Additional Documentation for using Bomgar and getting help. Below this is the "Configuration Step Details" section, which lists "1. Create Bomgar User Accounts" and includes a note: "Before you can use Bomgar with your KACE K1000 deployment, you must create User Accounts within Bomgar:". A "Manage Users" table is displayed with columns for Name, Email, and Password. The table lists three users: Boatner Blankenstein (bblankenstein@networkstreaming.com), Matt Johnson (mjohnson@networkstreaming.com), and Adam White (awhite@networkstreaming.com). Each user has an "Edit" link. At the bottom of the table is a "New User:" form with input fields for Name, Email, and Password, and a "Create" button.

- Scroll down to the "Configure Your KACE Integration" section.
- Supply the required information about your specific KACE environment and click the Update button.

Configure Your KACE Integration:

KACE Appliance URL (e.g. http://kbox):

KACE Appliance Email:

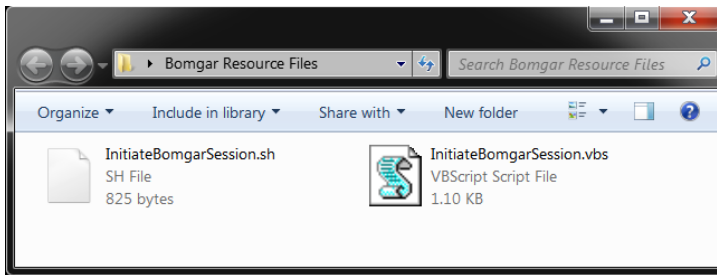
Time Zone:

- Locate the links to the required Bomgar resource files which will be used as dependencies in your KACE script for unattended access.

These resource files are required to use the Run Now Script:

- Windows Resource File: InitiateBomgarSession.vbs
- MAC Resource File: InitiateBomgarSession.sh

- Save these files in a folder on your Desktop called “Bomgar Resource Files”. These will be referenced later in Section 1.



- Next, locate the KACE Integration Required URLs in the section below. These URLs are unique to your company. Copy and paste this information to a useful location as it will be referenced later in this integration guide.

KACE Integration Required URLs:

Your K1000 Integration ID: **910f01[REDACTED]d66e4**

Your K1000 ServiceDesk **System** Ticket URL:

https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f01[REDACTED]d66e4&customer_name=\$ticket_submitter_email&external_key=\$ticket_number

Your K1000 ServiceDesk **Custom** Ticket URL:

https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f01[REDACTED]d66e4&customer_name=\$submitter_email&external_key=TICK:\$id

Your K1000 Run Now Script URL:

https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f01[REDACTED]d66e4

IMPORTANT: While configuring the Bomgar integration on your K1000, these URLs must be entered **exactly as listed** in the Bomgar Self Service Center. They are specific to your integration and your Bomgar licenses.

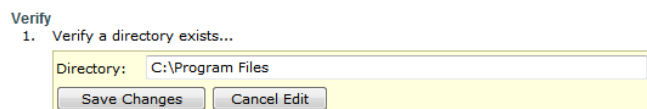
Section 1: Scripting

Creating the Script to Initiate a Bomgar Session

In this section, you will create a script which will allow a technician to automatically start a Bomgar session with KACE-managed Windows or Mac nodes. This script will run in the SYSTEM context on Windows, so an end-user does not need to be logged in on the remote node. For Mac nodes, ensure that a user is logged in before starting a remote session.

Note: If you require unattended access to Macs where users are not logged in, contact Bomgar for information about our on-premise appliance with support for Jump Clients.

1. Log in to your K1000 as an administrator.
2. Navigate to the Scripting module and click on the Scripts tab
3. Select Choose Action / Add New Item
4. Create the Bomgar script using the following instructions:
 - a. Configuration
 - i. **Script Type:** Offline KScript
 - ii. **Name:** Bomgar – Initiate Session
 - iii. **Description:** Initiate a Bomgar support session with a remote Windows or Mac system.
 - iv. **Enabled:** Checked
 - b. Deployment:
 - i. **Important** – Do **NOT** check **Deploy to All Machines**
 - c. Supported Operating Systems:
 - i. Uncheck "Pick Specific OS Versions:
 - ii. Select both **Microsoft Windows** and **Mac OS X**
 - d. Scheduling: Don't Run on a Schedule
 - e. Dependencies:
 - i. Add new dependency:
 1. Browse to the Bomgar Resource Files folder you created on your Desktop earlier.
 2. Select **InitiateBomgarSession.sh** and click **Open**
 - ii. Add new dependency:
 1. Select **InitiateBomgarSession.vbs** and click Open
 - f. **Policy or Job Rules:** section
 - i. Add Task Section... (This creates Task 1)
 1. Attempts: 1
 2. On Failure: Continue
 3. Verify –
 - a. Add...
 - i. Select **Verify a directory exists...**
 - ii. Directory: **C:\Program Files** then click **Save Changes**



4. On Success –
 - a. Add...
 - i. Select **Log message...**
 - ii. Type: **status**
 - iii. Message: **Detecting operating system...** then click **Save Changes**.

1. Log message...

- b. Add...
 - i. Select **Log message...**
 - ii. Type: **status**
 - iii. Message: **Verified C:\Program Files folder exists – this is a Windows system**, then click **Save Changes**

2. Log message...

- c. Add...
 - i. Select **Launch a program...**
 - ii. Directory: **C:\Windows\System32**
 - iii. File: **wscript.exe**
 - iv. **Wait for startup** - Leave unchecked
 - v. Parameters: **"\$(KACE_DEPENDENCY_DIR)\InitiateBomgarSession.vbs" <Your_K1000_Run_Now_Script_URL>**

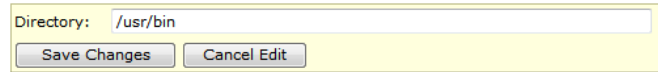
NOTE: Enter the entire URL exactly as listed on your Bomgar Self Service Center and Save Changes. See example below...

3. Launch a program...

- ii. Add Task Section... (This creates Task 2)
 1. Attempts: 1
 2. On Failure: Continue
 3. Verify –
 - a. Add...
 - i. Select **Verify a directory exists...**

- ii. Directory: **/usr/bin** then click **Save Changes**

1. Verify a directory exists...

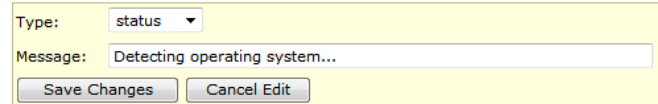


4. On Success –

a. Add...

- i. Select **Log message...**
- ii. Type: **status**
- iii. Message: Detecting operating system... then Save Changes.

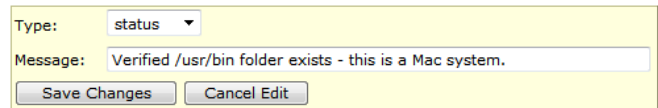
1. Log message...



b. Add...

- i. Select **Log message...**
- ii. Type: **status**
- iii. Message: **Verified /usr/bin folder exists – this is a Mac system**, then click **Save Changes**

2. Log message...

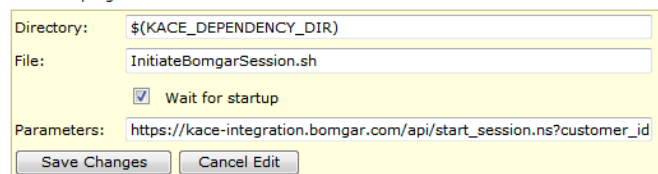


c. Add...

- i. Select **Launch a program...**
- ii. Directory: **\$(KACE_DEPENDENCY_DIR)**
- iii. File: **InitiateBomgarSession.sh**
- iv. Check **Wait for startup**
- v. Parameters: **<Your_K1000_Run_Now_Script_URL>**

NOTE: Enter the entire URL exactly as listed on your Bomgar Self Service Center and Save Changes. See example below:

3. Launch a program...

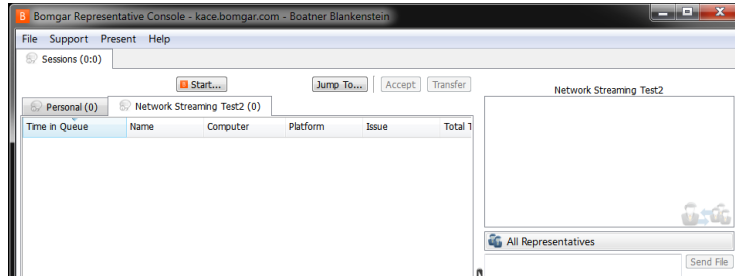


g. Scroll to the bottom of the script and click **Save**.

Important: Re-open your new script and verify that nothing was missed. Be sure to compare your “K1000 Run Now Script URL” displayed in the Dell KACE Config section of the Bomgar Self Service Center with the URL listed in the “On Success” section for both Task 1 and Task 2.

5. **Test your new script on one of your managed nodes.**

- a. First, make sure you have launched the Bomgar Representative Console and you have successfully logged in. If you are not logged in, your attempt to start a session from the K1000 script will fail.



- b. Next, locate a remote computer from your Dell KACE appliance's Computer Inventory page, or use the Global Search to lookup the machines assigned to a given user. Make a note of the computer name.
- c. Click on the **Scripting** module.
- d. Click the **Run Now** tab.
- e. In the Scripts section, type-ahead "Bomgar" in the Script filter box until the **Bomgar – Initiate Session** script is selected.
- f. In the **Deployment** section, type-ahead any part of the machine name in the Filter box until the machine is found.
- g. Click the box above the search field labeled "**Select machine to add...**" and select the appropriate machine.
- h. **Important:** Make sure you do **NOT** click the "**deploy to All Machines**" checkbox.
- i. Click the **Run Now** button.

Run Now

Scripts:

BOMGAR - Initiate Session ▼

Scripts: Filter: bom (1)

Deployment:

Deploy to All Machines:

Limit Deployment To Selected Labels: -None- [Edit]

Limit Deployment To Listed Machines:

----- Machine Names -----
WIN-2L36E004OTK

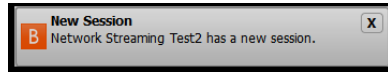
Remove

Select machine to add... Add All

Filter: win-2l36 (1)

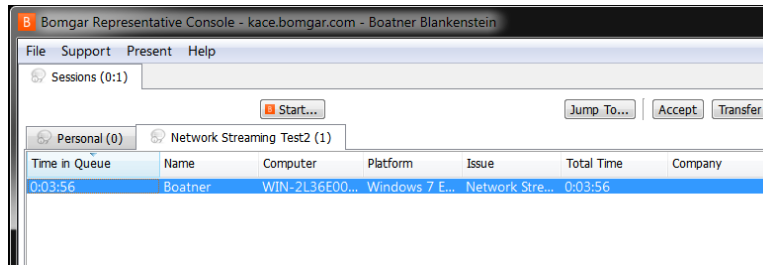
Run Now

- j. Switch to your Bomgar Representative Console and wait for the session to begin (approx. 45 – 90 seconds depending on the speed at which the agent executes the script).
- k. When the Bomgar session initiates, you will see a **New Session** notification window.

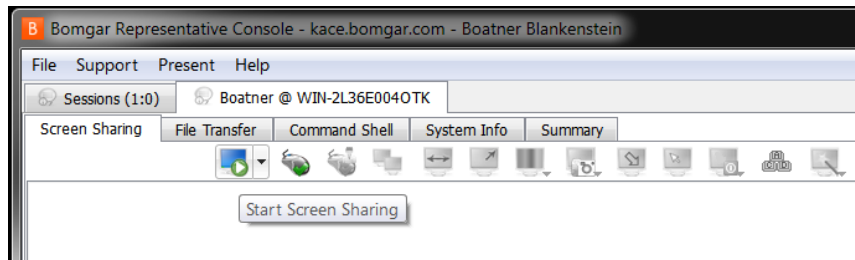


Click this to open your Bomgar team queue where you will see the session listed.

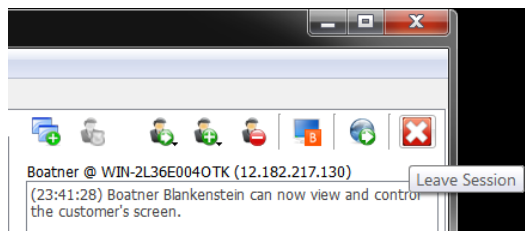
- l. Double click on this session so that it opens in a new tab.



- m. Click the **Screen Sharing** toolbar icon to begin viewing / controlling the remote system.



- n. To end the session, click the **Leave Session** icon on the far right side of the Bomgar toolbar.



Section 2: Service Desk

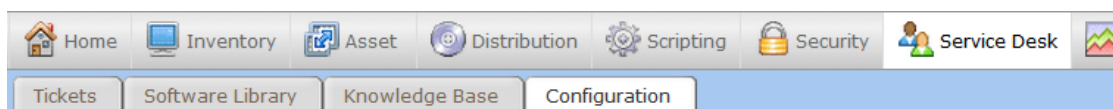
Service Desk Integration with Bomgar

In this section, we will configure your K1000 Service Desk to support two specific use cases:

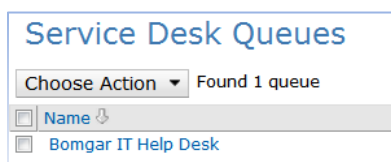
- Representatives **offering** support to end-users directly from a ticket, and
- End-users **requesting** support directly from the email confirmation received after opening a ticket.

To support these scenarios, you must modify the Service Desk ticket form and configure the ticket rules within the appropriate service desk queue as follows:

1. From the **KACE Management Center**, navigate to the **Service Desk → Configuration** tab then click **Queues** from the listed options.



2. Select your Service Desk queue by clicking its name (e.g. Bomgar IT Help Desk, in this example).



3. Select **Customize Fields and Layout**. This will allow you to add the **Bomgar Session Request** field to the **Ticket Form**.

DELL KACE Management Center

Home Inventory Asset Distribution Scripting Security Service Desk

Tickets Software Library Knowledge Base Configuration

Service Desk Configuration

[Edit Mode](#)

Name: Bomgar IT Help Desk

Email Address: helpdesk@desk.mynetwork.com

Alt. Email Address: helpdesk@mysite.com

Customize Fields and Layout

Allow all users as submitters:

Allow all users as approvers:

Scroll down to the **Ticket Layout** section and identify an appropriate **CUSTOM_#** that is available in your environment. Click the edit icon on the far right and then label the new field Bomgar Session. Set permissions to **Owners Only - Hidden from Users**.

Name	Label	Required	Permissions
SAT_SURVEY	Please tell us about your recent help desk experience...	Not Required	User Modify
TITLE	Title	Always Required	User Create
IMPACT	Impact	Not Required	User Create
CATEGORY	Category	Not Required	User Create
STATUS	Status	Not Required	Owners Only - Visible to Users
PRIORITY	Priority	Not Required	Owners Only - Visible to Users
OWNER	Owner	Not Required	Owners Only - Hidden from Users
MACHINE	Machine	Not Required	Owners Only - Hidden from Users
ASSET	Asset	Not Required	Owners Only - Hidden from Users
CUSTOM_1	VIP	Not Required	Hidden
CUSTOM_2	Best contact method	Not Required	Hidden
CUSTOM_3	Reminder	Not Required	Hidden
CUSTOM_4	Bomgar Session	Not Required	Owners Only - Hidden from Users
CUSTOM_5	none	Not Required	Hidden
CUSTOM_6	none	Not Required	Hidden

4. Next, scroll down on the same page to find the corresponding **CUSTOM_#** Custom Field. Change the **Field Type** to **Single Select**, and change the **Select Values** option to **Send Request**. Leave the **Default** option blank. Scroll to the bottom of the page and click **Save**.

Name	Field Type	Select Values	Default
CUSTOM_1	Single Select	Yes,No	No
CUSTOM_2	Single Select	Phone,Email,IM	Email
CUSTOM_3	Text		YYYY-MM-DD HH:MM:SS
CUSTOM_4	Single Select	Send Request	
CUSTOM_5	Text		

5. Once your changes are saved, you will be directed back to the **Service Desk Configuration** page. From here, select **Customize** from the **Custom Ticket Rules**

section.

Custom Ticket Rules:[Customize]

Save Cancel Delete

6. Click the **Choose Action** dropdown and select **Add Ticket Rule**.

Ticket Rules
Bomgar IT Help Desk

Choose Action Found 8 rules.

Add Ticket Rule

Delete Selected Item(s)

Medium Priority when Many People Call

7. Define any **criteria** to create a temporary Ticket Rule and click **Next**. For now, you can use **Approval - contains - Approved** as placeholders.

Ticket Rule (Bomgar IT Help Desk)

Define Ticket Rule
Enter criteria to choose the tickets to be affected:

[and/or]	Approval	contains	Approved
	Approval	contains	
	Approval	contains	
	Approval	contains	

Reset Test Next

8. Similar to step 7, define the next items required with by setting the **Priority** and **Value** fields, and click **Done**. For now, you can use **Priority - change value to - High** as placeholders.

Define Ticket Rule
Choose the values to change:

Priority	change value to	High
Bomgar Session	change value to	
Bomgar Session	change value to	
Bomgar Session	change value to	

Reset Prev Done

9. Once you complete step 8, you will be directed to the **Edit Detail** page where you should customize the queries and actions. In this example the custom ticket rule **Bomgar Session Request** is shown. Now you can customize the rule.
 - a. First, change the **Title** to **Bomgar Session Request**. Next, change the **Frequency** drop-down to **on Ticket Save**.
 - b. Check the SQL query's **Enabled** checkbox
 - c. Check the **Results are tickets, add a comment to each one** checkbox.

- d. For the **Comments** text field, insert **Bomgar session has been requested via email**.
- e. Check the **Owners Only** checkbox.

System Queue Rule : Edit Detail

Record Created: 0000-00-00 00:00:00
 Record Last Modified: 2012/06/01 13:22:38

Title:

Order:

Queue: Bomgar IT Help Desk

Notes:

Frequency:

Next Run: at :

Current Server Time: 2012/06/01 13:24:41

Enabled:

Select Query:

[View Ticket Search Results](#)

Send query results to someone

Results are tickets, add a comment to each one

Comment:

Owners Only:

- f. The Select Query area should contain the commands listed below:

// ----- COPY BETWEEN THESE LINES -----

```
select
    HD_TICKET.*,
    owner.EMAIL as OWNER_EMAIL,
    if ((LENGTH(owner.FULL_NAME) = 0), owner.USER_NAME,
owner.FULL_NAME) as OWNER_NAME,
    submitter.EMAIL as SUBMITTER_EMAIL
from
    HD_TICKET
    left outer join USER owner on owner.ID = HD_TICKET.OWNER_ID
    left outer join USER submitter on submitter.ID =
HD_TICKET.SUBMITTER_ID
where
    LENGTH(HD_TICKET.CUSTOM_FIELD_VALUE3) > 0
```

// ----- COPY BETWEEN THESE LINES -----

where
(T.ID in (<TICKET_IDS>))

Note: Be sure to use the correct **CUSTOM_FIELD_VALUE#** identified in the earlier steps.

- i. Click **Save** when done.

10. Now you need to customize the email notifications. Return to your queue's configuration page. Scroll down to the **Email on Events: [Customize Emails]** section from the queue edit page. The emails you need to customize are **Ticket Closed** and **New Ticket via Email**.

Email on Events: [Customize Emails]					
	Owner	Submitter	Approver	Ticket CC	Category CC
Any Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Owner Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Status Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approval Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolution Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Escalation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticket Closed		<input checked="" type="checkbox"/>			
New Ticket Via Email		<input checked="" type="checkbox"/>			

11. Click the **Customize Emails** link. Scroll to the **Ticket Closed Notification** section and modify it, as shown below. You can use verbiage that is appropriate for your helpdesk.

Important: You must use the "K1000 ServiceDesk System Ticket URL" as specified in the Bomgar Self Service Center. Refer to the URLs you previously copied into Notepad.

Ticket Closed Notification

Subject: [\${ticket_number}] USER SATISFACTION SURVEY \${ticket_title}

Your ticket \${ticket_title} has been closed and we are interested in your feedback regarding your overall satisfaction with our handling of the issue.

Please visit the help desk at
\${ticket_url}
and submit your rating and comments.

Body: Thank you for taking the time to improve our services to you and other users.

If you wish to chat with a representative from the Bomgar IT Help Desk about "this" issue, click the following link:

[https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f0bf06564427c0200503d66e4&customer_name=\\${ticket_submitter_email}&external_key=\\${ticket_number}](https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f0bf06564427c0200503d66e4&customer_name=${ticket_submitter_email}&external_key=${ticket_number})

12. Also, change the **Email Ticket Creation Acknowledgement**. Again, change verbiage to whatever is appropriate for your helpdesk and save.

Important: You must use the "K1000 ServiceDesk System Ticket URL" as specified in the Bomgar Self Service Center. Refer to the URLs you previously copied.

Email Ticket Creation Acknowledgement

Subject: [ticket_number] ticket_title

\$helpdesk_name created a ticket in response to your email to \$helpdesk_email.

You may see more details and track progress on your new ticket at:
\$ticket_url

Body:

If you wish to chat or initiate a screen sharing session with a Bomgar Help Desk representative about this particular issue, click the following link:
[https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f0b266564467c2022527d66e4&customer_name=\\$ticket_submitter_email&external_key=\\$ticket_number](https://kace-integration.bomgar.com/api/start_session.ns?customer_id=910f0b266564467c2022527d66e4&customer_name=$ticket_submitter_email&external_key=$ticket_number)

13. Finally, you need to create a special Service Desk User to support automatic ticket updates after a Bomgar session has concluded.
 - a. From the **Service Desk** module, click on the **Users** tab.
 - b. Click Choose Action / Add New Item and enter the following...
 - i. User Name: **Bomgar Auto-Update**
 - ii. Email: kace-integration@bomgar.com
 - iii. Assign a password, then scroll to the bottom
 - iv. Role: **User**, then click **Save**

Conduct an End-To-End Test

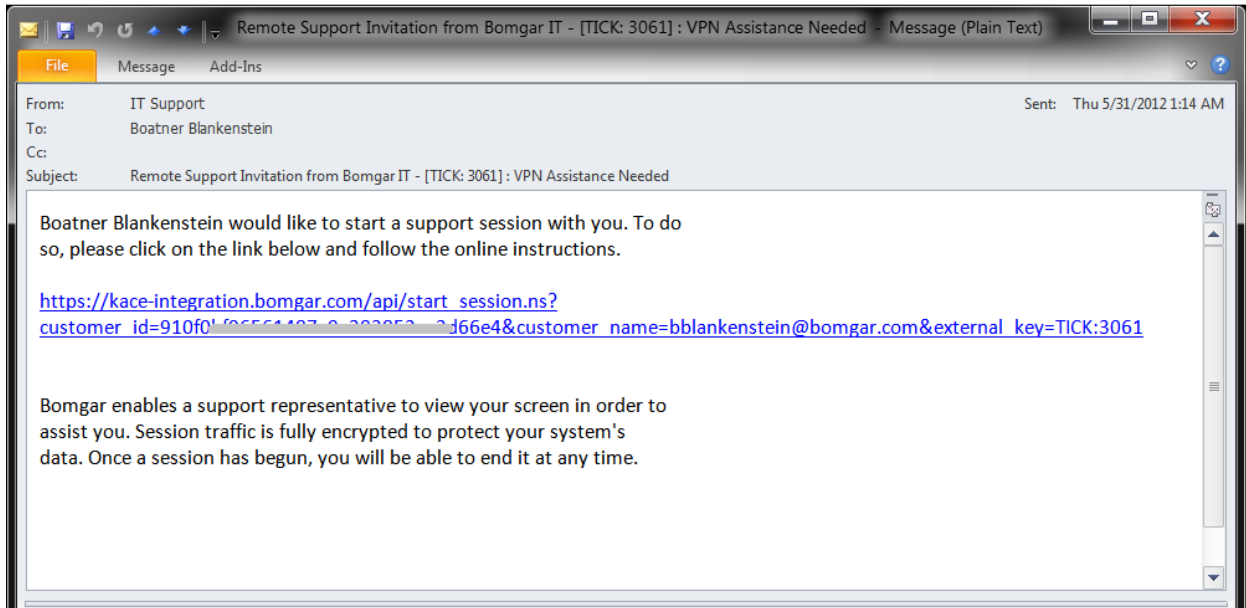
This section shows you how to test out the session support request, including the testing of these two use cases:


1. Representative sends a Bomgar remote support session email invitation to the customer.
2. Customer starts initial chat support session using Bomgar via Dell KACE Ticket initiation process, including sending an email.

Representative Initiated Request

1. Log into the Bomgar Representative Console.
2. Open a new ticket in the Dell KACE service desk.
3. Save the ticket first, without making any changes, and then select the option to send a Bomgar Session Request email to the customer.

Note: use an email account that YOU can access for this test. The following is an example of the mail message.

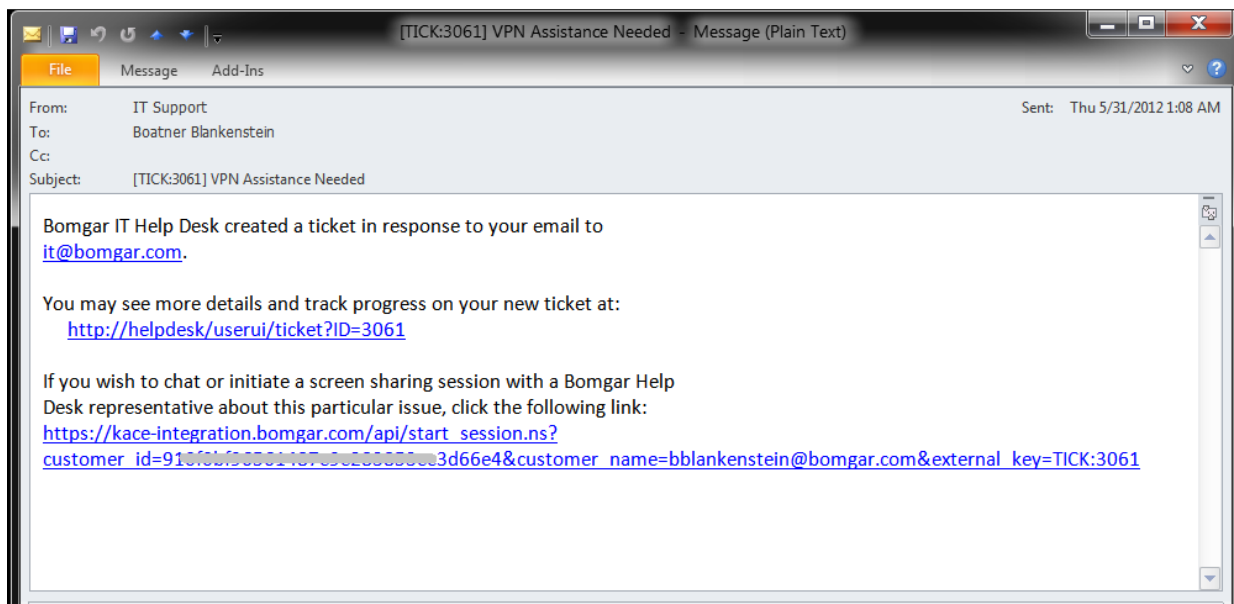


4. As the end user, click the link in the invitation email to start a Bomgar support session. Note that the **external_key** field is used to automatically reference the Dell KACE Ticket Number. This is critical to maintaining the context of this support session, allowing for Bomgar session details to be sent to or automatically included in the ticket after the support session has completed.
5. As the Bomgar Representative, while in the session, select the **Summary** tab and verify that the **external_key** field was automatically populated with the ticket number.
 - a. Compose a couple of interactive chat messages.
 - b. Submit some Session Notes on the Summary tab.
 - c. Click the Rep **Custom Link** icon  on the toolbar if you want to reference the corresponding ticket in KACE.
 - d. End the session and close the tab from the Bomgar Representative Console to formally close out the session.
6. Within the KACE Management Center, refresh the ticket view to see the updated Bomgar session information. Make sure your KACE email processor is set to process ticket update emails frequently.

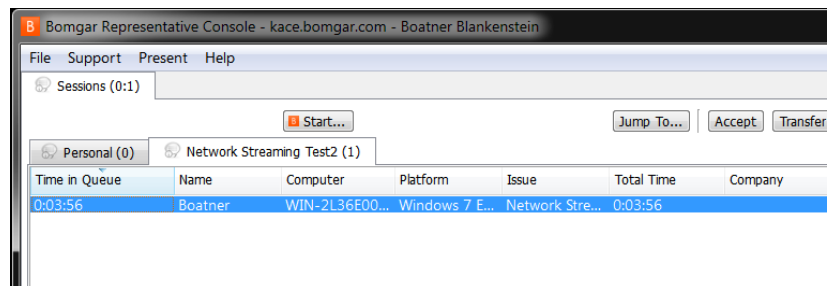
End User Initiated Request


1. Ensure a representative is logged into the Bomgar Representative Console to receive the incoming Bomgar support session request.

2. As the end user, send an email request to the address of your Dell KACE service desk (e.g. helpdesk@company.com).
3. Look for the confirmation email indicating that your ticket has been created. Open this email, and select the link to start a Bomgar remote support session.



4. Download and run the resulting Bomgar Customer Client executable.
5. The representative will see the incoming support request in their team queue within the Bomgar Representative Console. Double-click to accept the session.



- a. While in the session, click on the **Summary** tab and verify that the **External_Key** field was automatically populated with the ticket number.
- b. Enter a couple chat messages.
- c. Submit some session notes on the **Summary** tab.
- d. Select the **Custom Link** icon  on the tool bar, in the Representative Console, to reference the corresponding ticket in the service desk.
- e. End the session and close the tab from the Bomgar Representative Console to formally close out the session.

6. Refresh the ticket view to see the updated Bomgar session information. Make sure your email processor is set to process ticket update emails frequently.

Dell KACE Corporate Background

Dell (NASDAQ: DELL) creates, enhances and integrates technology and services customers count on to provide them reliable, long term value. Dell provides systems management solutions for customers of all sizes and system complexity. The award-winning Dell KACE family of appliances delivers easy-to-use, comprehensive, and affordable systems management capabilities.

Dell KACE is headquartered in Mountain View, California. To learn more about Dell KACE and its product offerings, please visit www.dell.com/kace or call 1-877-MGMT-DONE.

Helpful Links:

- [KACE Systems Management Appliances](#)
- [KACE Systems Deployment Appliances](#)

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Bomgar Corporate Background

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](#).

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