



BOMGAR

VAULT

FOR REMOTE SUPPORT

Credential Management for IT Help Desk & Customer Support

Bomgar Vault protects shared administrator credentials while making it easier for system administrators and service desk reps to access remote systems. When integrated with Bomgar Remote Support, Bomgar Vault stores admin-level credentials, and then seamlessly injects credentials to endpoints being accessed through the Remote Support console. Users no longer have to know or look up admin credentials – with just one click they can gain secure access to the end system and focus on resolving the issue.



STORE PASSWORDS SECURELY

Keep passwords safe in Bomgar Vault and eliminate using sticky notes and spreadsheets forever.



INJECT CREDENTIALS

With one click of the “key” in Bomgar Remote Support, credentials are instantly passed from the Vault to the end system.

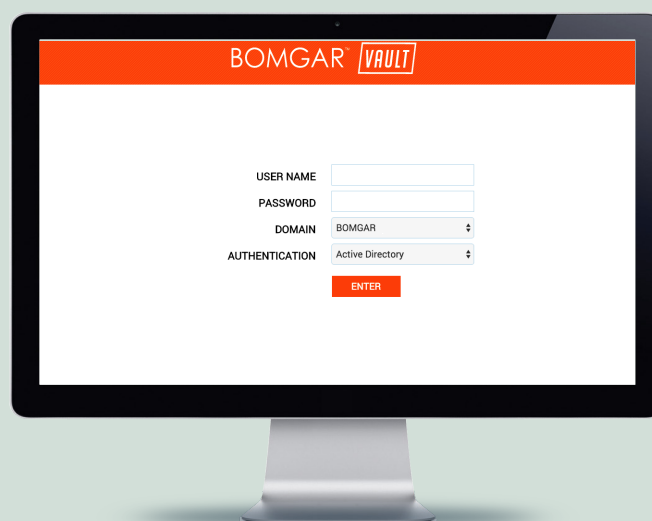


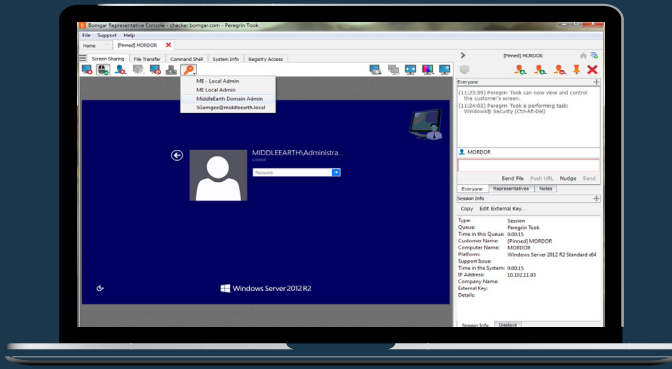
SHARE PRIVILEGED CREDENTIALS

Give technicians simple access to shared admin accounts while tracking individual usage.

Always Know Who is Accessing What

Storing admin-level credentials in Bomgar Vault and only giving reps the ability to use them through Bomgar Remote Support allows you to track, record, and audit all privileged access to your sensitive systems. Credentials can no longer be shared or used through other access pathways.





Bomgar Remote Support + Bomgar Vault = Better Together

- Inject credentials into servers and systems with just a click using the Representative Console.
- Eliminate the need to store or share passwords in plain text.
- Access systems quickly without having to find or track down credentials.

Credential Management & Storage

If your IT Help Desk and Customer Support representatives use certain accounts all the time, they may remember the passwords. But often these shared accounts are used infrequently, and the passwords are written down on sticky notes or stored in unprotected spreadsheets. Bomgar Vault allows you to simplify the task of managing shared credentials by keeping these credentials behind a secure wall, ensuring activity logging and controlling access.

Reporting & Compliance

Bomgar Vault allows you to log, track, and create reports for all credential activity including the tracking of individual use of shared credentials. It also makes it easy to access data quickly for security and compliance audits. Bomgar Vault can be configured according to your password policies, enabling coordination of complexity, expiration, and rotation requirements.

Bomgar Vault can be set up with high availability and disaster recovery systems in place to ensure the system is always available, enabling your organization to meet strict compliance requirements.

For more information, visit www.bomgar.com/vault.

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.