

BOMGAR vs APPLE RD

UPDATED: 1/23/2017



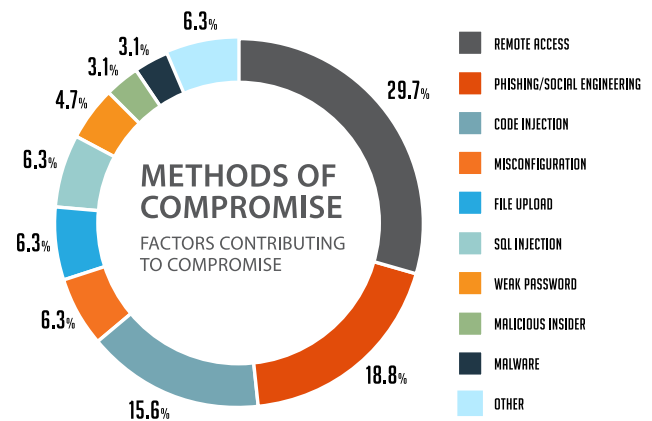
USING APPLE RD?

YOU COULD BE OPENING THE DOOR TO HACKERS

With the rise of telecommuting and Bring Your Own Device (BYOD) initiatives, workplace technology is rapidly becoming more geographically distributed and complex. IT organizations are challenged to support an array of platforms spread out across many locations, often throughout the world. Not surprisingly, as remote workers have increased, so too has the number of data breaches through point-to-point remote access tools like VNC, RDP, and Apple Remote Desktop. Insecure remote access has remained one of the top methods of intrusion for several years in a row, accounting for 13 percent of breaches in 2015 according to Trustwave (see graph).

Legacy remote access tools such as Apple Remote Desktop don't offer the features necessary to support a mobile user base, and they don't include the needed safeguards to keep your data and systems out of the hands of hackers.

Trustwave Global Security Report 2017



Nearly half the compromises investigated in 2016 were due to insecure remote-access software and policies (30 percent) or phishing and social engineering (19 percent). Remote access and phishing/social engineering nearly doubled since in 2015. Factors contributing to significantly fewer incidents in 2016 included server misconfigurations, SQL injection, malicious insiders and browser exploits.

THE BOMGAR ADVANTAGE

SIMPLIFY SECURITY & COMPLIANCE

Bomgar enables IT organizations to keep tight control over who has access to company end systems. Deployment options range from an on premise physical appliance to a dedicated cloud appliance hosted in a secure Bomgar datacenter. Unlike Apple Remote Desktop, Bomgar enables:

- **FIREWALL TRAVERSAL:** Connect to end users without reconfiguring their firewalls
- **CENTRALIZED AUDITING:** Record each click and keystroke in a session
- **EXTERNAL AUTHENTICATION:** Authenticate reps against existing directory (LDAP, etc) or smart card credentials

PROVIDE SUPPORT ACROSS MULTIPLE PLATFORMS

Bomgar allows reps to provide support *to* and *from* nearly all of the leading operating systems, including Windows, Mac and Linux systems, plus iPads, iPhones, and Android devices.

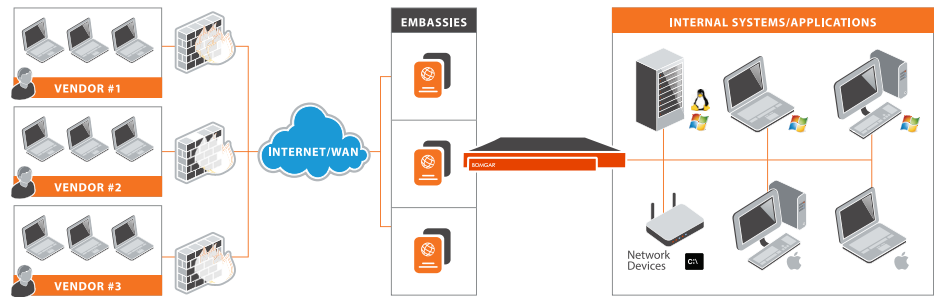


In contrast, Apple Remote Desktop has a number of platform limitations: Mobile devices are not supported at all, and Windows and Linux systems are supported via integration with VNC.

Bomgar's secure remote support solution enables support technicians to access and fix nearly any system or device.

COLLABORATE W/ OTHER TECHNICIANS

Bomgar enables reps to request help from other reps based on skillset, increasing first call resolution. And Bomgar's Embassy technology enables collaboration with outside vendors without giving them full privileges. Apple Remote Desktop doesn't enable tiered support teams, session sharing, or vendor access management.



Vendor access management with Bomgar's Embassy functionality

EFFECTIVELY MANAGE YOUR SUPPORT TEAM

Unlike Apple Remote Desktop, Bomgar enables help desks to implement queuing and automatic routing rules to ensure end users are directed to the most qualified representatives from the start. Bomgar also integrates into your existing incident-handling process, offering pre-built integrations with nearly a dozen ITSM and CRM solutions. Apple Remote Desktop doesn't offer any tools for integration with third party tools, and software must be installed on each end system, making management difficult.



KACE



servicenow

HOW BOMGAR COMPARES TO APPLE REMOTE DESKTOP

	BOMGAR Appliance or Cloud	Apple Remote Desktop P2P
SECURITY		
Firewall Compatible	✓	✗
Encryption	256-bit AES	128-bit AES
FIPS 140-2 Level 2 Validation	In process ¹	✗
Secure Session Recording	✓	✗
Application Sharing	✓	✓
Smart Card Authentication	✓	✗
Privacy Screen	✓	✓
Granular Permissions	✓	✓
Zero Footprint	✓	✗
Inactive Session Timeout	✓	✗



	BOMGAR <i>Appliance or Cloud</i>	Apple Remote Desktop <i>P2P</i>
INTEGRATION		
Pre-Built Service/System Mgmt/CRM	✓	✗
Custom Integration Capability	✓	✗
Implementation & Training Services	✓	✗
Branding & Customization	✓	✗
SUPPORT PROVIDED TO MOBILE DEVICES		
iOS	✓	✗
Android	✓	✗
MULTI-PLATFORM SUPPORT		
Windows	✓	Limited ²
Mac	✓	✓
Linux	✓	Limited ²
Chromebook	✓	✗
Network Devices	✓	Limited ³
POS Systems	✓	✗
COLLABORATION		
Vendor Access	✓	✗
Team Chat	✓	✗
Session Sharing & Transfer	✓	✗
Reverse Screen Sharing	✓	✓
Sponsored Access Escalation	✓	✗
Presentation Mode	✓	✗
WEB-ENABLED		
SMS Session Start	✓	✗
One-Click Customer Client	✓	✗
Closed Networks	✓	✓
Clientless Unattended Access	✓	✗
Click-to-Chat	✓	✗
Wake-on-LAN	✓	Mac only
RDP Integration	✓	✗
Multi-Monitor Support	✓	✓
Command Shell & Scripts	✓	Limited ⁴
System Diagnostics & Registry Editor	✓	✓
MANAGEABILITY		
Group Policies	✓	Limited ⁵
Identity Management	✓	✗
Session Queuing & Routing	✓	✗
Logging & Reporting	✓	Limited ⁶
Embedded App Support	✓	✗
Mass Deployment	✓	✓

1. Due to a recent change in NIST federal requirements, the Bomgar solution is currently in the process of re-validation

2. Windows and Linux systems are supported via integration with VNC, and no rep consoles are offered for these platforms

3. While Apple Remote Desktop can enable access to network devices by using a Mac end system's command prompt, no direct access to network devices is enabled

4. Access to and end system's command line is enabled, but no central repository for commonly-used scripts is offered

5. Group policies in Apple Remote Desktop apply to end systems rather than reps

6. Session reports in Apple Remote Desktop include session actions, duration, IP, etc, but no exit surveys or chat transcripts are offered

JOIN OTHER ORGANIZATIONS

WHO USE BOMGAR AS THEIR REMOTE SUPPORT SOLUTION



WHAT ARE YOU WAITING FOR?

Contact us at **877-826-6427** or **switchmenow@bomgar.com** to begin a comprehensive in-house evaluation of Bomgar

and learn first-hand why so many of your peers have already made the switch.