

BOMGAR vs BMC FOOTPRINTS

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USING FOOTPRINTS?

YOU MAY NOT BE SAVING AS MUCH AS YOU THINK

With the rise of telecommuting and Bring Your Own Device (BYOD) initiatives, workplace technology is rapidly becoming more geographically distributed and complex. Companies are conducting more and more of their processes remotely, from online meetings to support. In an attempt to save money, many companies attempt to use the rudimentary remote control capabilities found in their existing systems management solutions rather than purchase a remote support tool. But while this may decrease the initial investment, the resulting inefficiencies typically end up costing more in the long run.

Because it is designed for systems management, BMC Footprints doesn't offer the advanced capabilities enterprise help desks need to troubleshoot their end users' systems. Because Bomgar is designed specifically for troubleshooting, even presentation and collaboration features are designed to aid the process of incident resolution.

THE BOMGAR ADVANTAGE

Remote control is only a minor feature in Footprints, and the product itself is a one of dozens offered by BMC Software. Because of this lack of focus, upgrades are offered relatively infrequently and it requires software installation to enable remote control. In contrast, Bomgar's advanced toolset is specifically designed for enterprise remote support.

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, BMC Footprints' remote control functionality only extends to end users running Windows, Mac, or Linux: No support for mobile devices is offered.

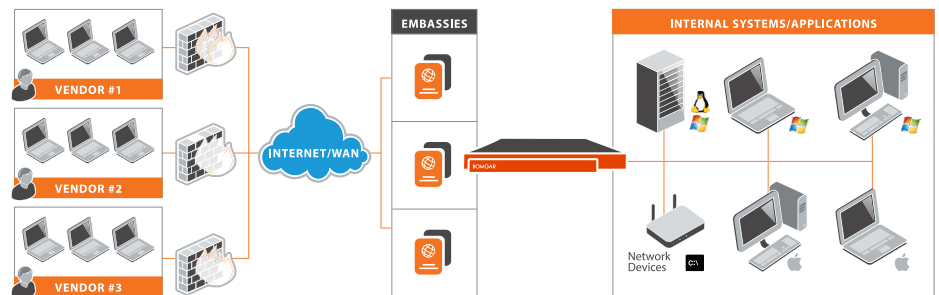
SIMPLIFY SECURITY & COMPLIANCE

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 environment hosted in a secure Bomgar datacenter. Unlike Footprints, Bomgar enables:

- **APPLICATION SHARING:** Enable end users to restrict access to specified applications
- **TWO FACTOR AUTHENTICATION:** Authenticate using a specified mobile device
- **SECURE RDP SESSIONS:** Run RDP sessions through firewall-friendly architecture

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 external vendors without giving the vendor full privileges. Footprints doesn't enable collaboration or vendor access.



Vendor access management with Bomgar's Embassy functionality

HOW BOMGAR COMPARES TO BMC FOOTPRINTS

	BOMGAR <i>Appliance or Cloud</i>	BMC Footprints <i>On-Premise, SaaS</i>
SECURITY		
Firewall Compatible	✓	✓
Encryption	✓	✓
FIPS 140-2 Level 2 Validation	In process ¹	✗
Session Recording	✓	✓
Granular Permissions	✓	Limited ²
Smart Card Authentication	✓	✗
Privacy Screen	✓	✗
INTEGRATION		
Pre-Built ITSM & CRM Integration	✓	BMC only
Custom Integration Capability	✓	API
Implementation & Training Services	✓	✗
Customization & Branding	✓	Web interface only
Rep Console Scripts & Links	✓	✗

	BOMGAR Appliance or Cloud	BMC Footprints On-Premise, SaaS
SUPPORT PROVIDED FROM MOBILE DEVICES		
iOS	✓	✗
Android	✓	✗
MULTI-PLATFORM SUPPORT		
Windows	✓	✓
Mac	✓	✓
Linux	✓	✓
Chromebook	✓	✗
Network Devices	✓	✓
COLLABORATION		
Team Chat	✓	✗
Session Sharing & Transfer	✓	✗
Reverse Screen Sharing & Presentations	✓	✗
Vendor Management	✓	✗
Sponsored Access Escalation	✓	✗
Intelligent Collaboration	✓	✗
Multiple Languages	✓	✓
WEB-ENABLED		
SMS Session Start	✓	✗
Click-to-Chat	✓	✗
Closed Networks	✓	✓
Unattended Access	✓	✓
One-Click Customer Client	✓	✗
Closed Networks	✓	✓
Command Shell	✓	✓
Customer Portals	✓	✗
MANAGEABILITY		
Silent Monitoring of Reps	✓	✗
Canned Scripts	✓	✓
Session Queuing & Routing	✓	✗
Logging & Reporting	✓	✓
Identity Management	LDAP, RADIUS, Kerberos	Active Directory
Analytics	✓	✗
Embedded App Support	✓	✗

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

2. Footprints enables some granular assignment of permissions, but because it is not primarily designed for support these settings are very limited

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.