



# **PROXY** **Networks**

## ***Product Comparison***

*Proxy Networks Private Cloud Edition vs. Bomgar*

| Key Features   | Description   | Bomgar | PROXY Pro Private Cloud Edition |
|--|---|--------|---------------------------------|
| <b>Remote Control</b>  |   |        |                                 |
| <b>Connect via Browser</b>   | <b>Provide support from any machine with a web browser and an internet connection</b>   | YES    | YES                             |
|  | <i>The Proxy Web Console's website acts as your very own remote access support portal, which can be made accessible externally, giving you the freedom to provide support from anywhere, and at any time.</i>   |        |                                 |
| <b>Internal &amp; External Connectivity</b>                            | <b>Connect to machines within your LAN as well as remote machines across the internet</b>   | YES    | YES                             |
|  | <i>The Proxy Host on remote machines would be configured to report to your server's LAN IP address, and for laptops that come and go from your network, they report to the public IP address of your server.</i>  |        |                                 |
| <b>On-Demand Client</b>  | <b>Provide support to users on the fly, ideal for attended support sessions</b>   | YES    | YES                             |
|  | <i>Should the need arise for you to support non-corporately issued machines, end users can visit your Proxy Web Console's URL and click "Share my Desktop" which will activate a temporary Proxy Host.</i>  |        |                                 |
| <b>File Transfer &amp; Chat</b>  | <b>Transfer individual files or entire directories, and chat with end user</b>  | YES    | YES                             |
|  | <i>Move files or entire directories to and from remote machines (with file transfer resume) and also initiate chat with end users should the phone not be available interrupted during large file transfers.</i>  |        |                                 |
| <b>Screen Recording</b>  | <b>Create a screen recording of a desktop and play it back</b>  | YES    | YES                             |
|  | <i>Record a machine's desktop activity (without or without being connected) for later playback, ideal for quality assurance, training or monitoring, even making your very own self-help library of support videos.</i>   |        |                                 |
| <b>Many-to-One Connectivity</b>  | <b>Multiple technicians may connect to the same machine for a collaborative support session</b>   | YES    | YES                             |
|  | <i>Proxy's architecture allows for more than one user to be simultaneously connected to the same target machine for a true collaborative support session or even a meeting.</i>   |        |                                 |
| <b>"User Permission" Connection Option</b>                             | <b>Connect only if explicitly granted by end user</b>   | YES    | YES                             |
|  | <i>Should your corporate policies mandate that connections should only be established with end user consent, the default setting of "No permission required" can be changed to accommodate this need.</i>   |        |                                 |
| <b>"Stealth Mode" Connection Option</b>                                | <b>Connect silently with no indication to end user</b>  | NO     | YES                             |
|  | <i>The Proxy Host's tray icon can be hidden, the audible "Beep on Connect" can be disabled, as can connection notifications so that there's no indication to the end user that you've connected.</i>  |        |                                 |
| <b>Bandwidth Throttling</b>  | <b>Adjust screen capture variables to optimize the performance even on slower connections</b>   | NO     | YES                             |
|  | <i>Because we cannot assume that every machine has a stellar internet connection, Proxy gives you the flexibility to define a set of preferred screen capture variables such as bandwidth limits, image quality, screen capture rates of foreground/background - all to optimize the overall remote control experience.</i> |        |                                 |
| <b>Remote Access</b>   |   |        |                                 |
| <b>Supported Platforms</b>   | <b>Support and connect to desktops, laptops and servers and more</b>  | YES    | YES                             |
|  | <i>The Proxy Host client can be installed on Windows XP, Windows Vista, Windows 7, Windows 8, and on any edition of Windows Server 2003, Windows Server 2008 and Windows Server 2012.</i>   |        |                                 |
| <b>Virtual (VDI) Platforms</b><br><br>(Virtual Desktop Infrastructure) | <b>Support and connect to users on any virtual platform</b>   | NO     | YES                             |
|  | <i>The Proxy Host client can be installed on any of the above platforms, virtual or physical, and to stay ahead of the curve we are proud to say that we support completely virtualized environments (VDI).</i>   |        |                                 |
| <b>Thin Client Support</b>   | <b>Support users within Thin Client Sessions</b>  | NO     | YES                             |
|  | <i>Do you need to support users' Thin Clients sessions such as Wyse, Citrix or similar? Proxy allows you support and connect into individual users' sessions - all through one centralized remote access tool - that goes above and beyond the capabilities of standard session shadowing.</i>                              |        |                                 |
| <b>iPad Support</b><br><br>(Coming Q4 2013)                            | <b>Use your iPad to access and control remote machines</b>  | NO     | YES                             |
|  | <i>Coming near the end of 2013, Proxy will allow you to use an iPad to establish remote control connections to machines, and allow you to take remote control of an iPad.</i>   |        |                                 |

| Key Features                              | Description   | Bomgar | PROXY Pro Private Cloud Edition |
|---|---|--------|---------------------------------|
| <b>Solution Architecture</b>              |   |        |                                 |
| <b>"Hub-and-Spoke" Connectivity Model</b> | <b>No additional hardware required - utilize existing hardware</b>  | YES    | YES                             |
|   | <i>The Proxy Web Console acts as the hub in our "hub-and-spoke" connectivity model and is to be installed on an existing server within your environment. We do not require a special server, meaning that there's no extra device to regularly maintain, manage, update and backup.</i>   |        |                                 |
| <b>Licensing Model</b>                    | <b>Perpetually owned - unlimited endpoint device license</b>  | YES    | YES                             |
|   | <i>Proxy is perpetually owned and uses a concurrent licensing model whereby your cost to ownership is determined by the amount of technicians that use Proxy simultaneously. In turn, we provide you with an unlimited Proxy Host license so that you can install the client on as many machines as you wish.</i>   |        |                                 |
| <b>Centrally Define Access</b>            | <b>Create custom role-based connectivity and access rules</b>   | YES    | YES                             |
|   | <i>Should your helpdesk have dual or multiple tiers, remote access rules can be set such that Domain Administrators may have Full Control/Administration with the ability to connect to each and every computer, while other users may be granted access to a lesser sub-set of machines if so desired.</i>   |        |                                 |
| <b>Centralized Auditing and Reporting</b> | <b>Generate usage reports to find out who connected to what machines and when</b>   | YES    | YES                             |
|   | <i>Although connections/disconnections are logged to the Windows Event Viewer, you may centrally run connection reports to find out who connected to what machine(s) and when. For example, specify a machine and review a complete history of all connections made to it, or specify a username to review a list of all connections made by that user.</i> |        |                                 |
| <b>Port &amp; Protocol Utilization</b>    | <b>Define your own rules for port &amp; protocol utilization for remote access</b>  | NO     | YES                             |
|   | <i>Proxy provides you with choices in terms of defining which port and protocols should be used for remote access. Depending on your network and requirements, you may choose between UDP, TCP and even SSL, and you also may dictate which port(s) the connection data should be bound to.</i>   |        |                                 |
| <b>SQL Database</b>                       | <b>Keep persistent record of all machines, online or off</b>  | NO     | YES                             |
|   | <i>All endpoint Proxy Host machines are kept within a centralized SQL database allowing you to have one centralized list of all machines, and furthermore create logical groups based on department or location .</i>   |        |                                 |
| <b>Remote Management</b>                  |   |        |                                 |
| <b>Hardware &amp; Software Inventory</b>  | <b>Access complete listing of installed software and hardware</b>   | YES    | YES                             |
|   | <i>Proxy provides you with a listing of the software that's installed, the manufacturer, its version along with the installation path - also review a listing of all hardware equipped on the machine.</i>  |        |                                 |
| <b>Process Manager</b>                    | <b>Access to the Task Manager - behind the scenes</b>   | YES    | YES                             |
|   | <i>Proxy's Registry Manager allows you to make adjustments to the Windows Registry behind the scenes - add, modify, or delete registry keys behind the scenes during a connection.</i>  |        |                                 |
| <b>Event Manager</b>                      | <b>Access the Windows Event Viewer Logs - behind the scenes</b>   | YES    | YES                             |
|   | <i>Especially handy when connecting to servers, Proxy may be used to access remote machines' Service Control Manager to start, stop and restart Windows services.</i>   |        |                                 |
| <b>Service Control Manager</b>            | <b>Access the Service Control Manager - behind the scenes</b>   | NO     | YES                             |
|   | <i>Especially handy when connecting to servers, Proxy may be used to access remote machines' Service Control Manager to start, stop and restart Windows services.</i>   |        |                                 |
| <b>Registry Editor</b>                    | <b>Access the Windows Event Viewer Logs - behind the scenes</b>   | NO     | YES                             |
|   | <i>Should you be assisting an end user who cannot quite articulate the problem they are running into, use our Event Manager to see what Windows logged about a particular problem.</i>  |        |                                 |
| <b>Wake-on-LAN</b>                        | <b>Explicitly or implicitly send Wake-on-LAN signal</b>   | NO     | YES                             |
|   | <i>As long as Wake-on-LAN is enabled within the BIOS on your target machines, Proxy can send the magic packet to revive a machine in a reduced power state to then allow you to connect.</i>  |        |                                 |
| <b>Reboot in Safe Mode w/Networking</b>   | <b>Trigger a remote machine to reboot in Safe Mode with Networking...and then connect</b>   | NO     | YES                             |
|   | <i>Should advanced maintenance be required, Proxy allows you to reboot a target machine in Safe Mode with Networking, and allow you to connect to the machine while the machine is in Safe Mode - ideal for situations where you need to work on a machine in a reduced driver state or for virus removal.</i>  |        |                                 |

## OWN OR RENT... BUT WHY PAY MORE?

One thing that we both typically agree upon, are the benefits to owning your remote desktop support solution, versus renting. That said, just because there are long-term ROI implications in that model, that doesn't mean you have or want to pay more initially.

Whether your organization prefers to own your software, or rent with an annual subscription, PROXY will save you money versus all comparable solutions in the marketplace today!

Bomgar has a good illustration on their website (<http://www.bomgar.com/products/appliance>), regarding the comparative costs. We've simply added a cash outlay line based on the same number of concurrent licenses with the PROXY Private Cloud Edition to show how you will save money with PROXY, regardless of whether you Buy or Rent.



### Owning Beats Renting

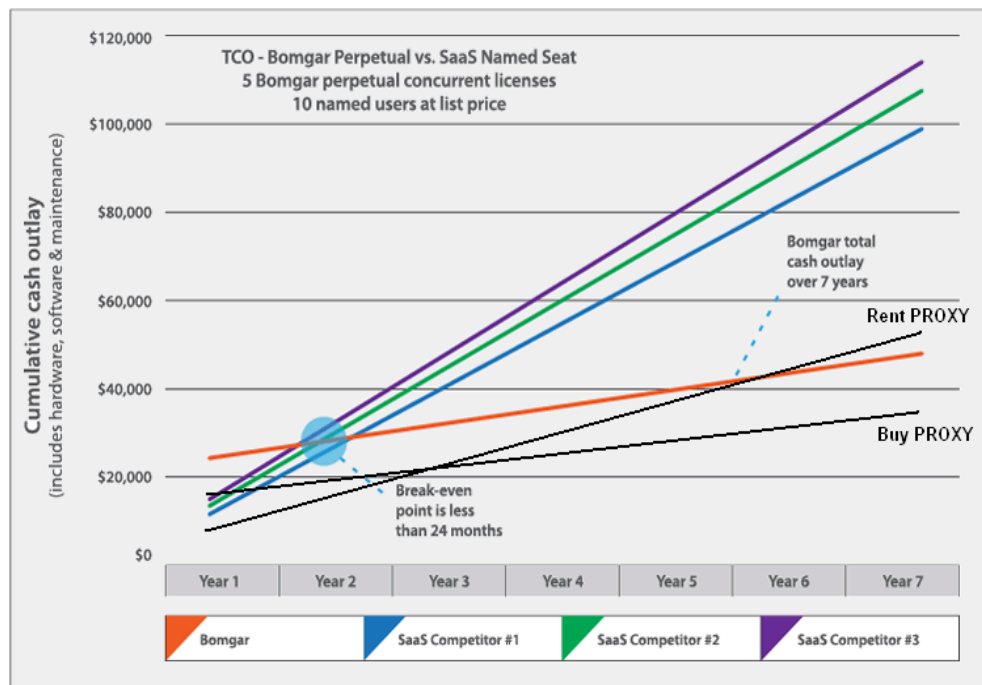
Bomgar's approach to remote support is an ownership model. Customers buy Bomgar once, then get support and upgrades for a 20% yearly maintenance fee. Compared to the ongoing monthly fees required by Software as a Service solutions, Bomgar's ownership model costs significantly less. Also, most customers feel more comfortable **securing** and **integrating** an appliance they own, sitting behind their firewall than a system owned by a vendor, hosted in yet another unknown party's datacenter.

#### Bomgar vs. SaaS

This graph compares the total cost of Bomgar (hardware, software, maintenance) to the top three software-as-a-service competitors over seven years.

The graph assumes a 50% concurrency for Bomgar licenses - 5 Bomgar licenses for 10 technicians - and named seats for competitors. All pricing based on list price as of January 2013.

HOW IT WORKS



Total Cost of Remote Support: Appliance vs. SaaS

