



Bomgar Remote Support Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Desktop Support Specialist at a K-12 educational company or school with 51-200 employees

it_user561852

WHAT IS MOST VALUABLE?

The most valuable feature would be remote support. We have over 4000 computers on campus and this is our go-to for remote support.

HOW HAS IT HELPED MY ORGANIZATION?

We used to have to constantly run from building to building and campus to campus. Now our technical staff can focus more on customer support than beforehand.

WHAT NEEDS IMPROVEMENT?

I wouldn't mind seeing this product have the functionality of pushing small software bundles. I think they might be working on this currently but I'm not sure.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been using Bomgar here at the college for about four years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Bomgar is one of the most stable platforms I have ever used in the IT world. It just always works.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Absolutely no issues with scalability at all.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Their technical support is top notch, although we have only used them a little. This product just works. I wish we had other products that are as reliable as Bomgar.



Bomgar Remote Support

[Read 9 reviews of Bomgar Remote Support](#)

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We used to use Ultra VNC. We switched over because we were not having much luck with Ultra, as far as performance is concerned.

HOW WAS THE INITIAL SETUP?

The setup was straightforward and we had lots of help from Bomgar. They sent down a technical adviser to help with the setup, but honestly it was very easy to setup.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Talk to your sales rep. Ours was very helpful in getting us a great deal with the product.

WHICH OTHER SOLUTIONS DID I EVALUATE?

The only other option we used was UltraVNC and as I said it just didn't work well for us. We spoke with a lot of Dell KACE users and all of them highly recommended Bomgar. They work very well with each other.

WHAT OTHER ADVICE DO I HAVE?

Read the manual and do not be afraid to reach out to the Bomgar community. A lot of help is out there for any issues you may run into.

Learn more: [Read 9 reviews of Bomgar Remote Support](#)