



ScreenMeet

# Upgrade Your Remote Support to the Secure, Zero Trust Solution

Everything You Need to Leave  
Bomgar For Good.

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# Break up with Bomgar

## Introduction

Feel like your relationship with Bomgar has lost its spark? Perhaps it's stuck in its old look and ways, forgetting what's truly important: your productivity.

It's not you, it's them. Your Agents deserve better technology.

**It's time to break up with Bomgar and be happily productive once again with the right Partner by your side.** ScreenMeet has everything Bomgar offers and more, all for the same budget. Plus, we're not stuck in the past; our platform keeps pace with innovation, leveraging AI with ScreenMeet AI Assist and Session Summary, to improve agent productivity.

Many companies have moved on, gaining 50% better productivity, fewer licensing headaches, and no business disruptions.



"It (the deployment process) went smoothly, because the app you built for ServiceNow was easy to install, so most of the job was already done. All we have to do is just to install it, and configure the right tools and the groups. This one was perfect and done in no time."  
- Liran Daniel, Employee Experience Innovation Manager at ServiceNow

This **Transformation Guide** will help you take back control, make smarter choices about spending, assess whether Bomgar or similar platforms are the right fit, negotiate better value, and explore other partners.

The goal is to equip your growing teams with **truly best-in-class remote support tools that set them up for success**, without overpaying or restrictive contracts.

## Your Relationship Status: It's Complicated

Like any relationship that's run its course, the problems manifest gradually before reaching a breaking point. Surging case volume, lengthening resolution times, escalating service-level agreement (SLA) breaches - these are all signs that Bomgar is no longer meeting your needs.

More tickets means recurring problems. Evaluate whether ticket types expose systemic gaps or workflow bottlenecks. An underlying platform limitation that needs addressing.

If the average resolution time grows week to week, Bomgar lacks the tools to resolve problems quickly. Common causes are insufficient data access and poor collaboration across siloed systems.

If SLA breaches spike, Bomgar strains under expectations. Is an expanding mobile workforce conflicting with what its architecture supports? Regardless, it fails to align with business needs.

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By tracking these vital signs early, you can make specific improvements before employee frustration festers and loyalty plummets. Don't let problems continue. Be proactive.

Innovative cloud platforms like **ScreenMeet empower IT teams to deliver seamless, rapid assistance** without all the headaches.

## 5 Signs the Relationship Isn't Working

Before renewing commitments to inadequate solutions, recognize the signs that things have gone stale. Assess gaps around performance, efficiency, diagnostics, scalability, and security. Then, you can make an informed decision: either work to address deficiencies with your current provider or explore greener pastures with an innovative partner like ScreenMeet that propels your goals.

### Sign 1: This Relationship Drags with Slow Performance

Let's address the lagging indicator: poor performance. Latency during remote sessions ruins experiences for your team and users with poor resolution, lagging mouse movements, and delayed responses.

This sluggishness stems from Bomgar's aging on-premise infrastructure, failing to provide reliable real-time connections. Outdated systems strain under today's demands, disrupting workflows.

The solution? **Break ties and transition to a cloud-native platform like ScreenMeet**, which provides lightning-fast global connectivity. Leading Global 2000 companies rely on ScreenMeet's seamless support and faster resolutions.

### Sign 2: Fragmented Tools Chip Away at Efficiency

Toggling between Bomgar and other disconnected tools breeds inefficiency. Copying and pasting session data across scattered systems devours time better spent resolving issues.

Without embedded experiences, vital information stays siloed across screens. This fragmentation disrupts workflows and decelerates resolutions.

ScreenMeet neatly integrates remote support capabilities within existing ITSM tools. Session data automatically prepopulates tickets, eliminating manual work. Support stays streamlined within **one unified experience** for fluid collaboration.

### Sign 3: Dated Diagnostics Delay Progress

Clunky Bomgar interfaces limit technicians' ability to swiftly diagnose problems without access to device data. Lack of automation leads to repetitive basic cases, squandering resources.

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ScreenMeet provides intuitive diagnostic widgets and expanded system access to expedite issue identification and remediation. Technicians rapidly pinpoint and fix problems with less back and forth.



“With ScreenMeet’s dashboard and logs ... the ability to upload screenshots and recordings helped us analyze issues in our environment,” said Liran Daniel, Experience Innovation Manager of ServiceNow. “Our agents cannot live without ScreenMeet today.”

## Sign 4: This Bond Buckles under Growth

Can Bomgar scale smoothly as your business expands? Legacy solutions often buckle under rising demands, with instability and failures arising just when reliability matters most. Disruptive infrastructure upgrades just delay the inevitable choking.

Avoid the growing pains of overloaded legacy systems. ScreenMeet’s cloud based architecture sustains seamless, secure support through your company’s growth without disruptive renewals.

## Sign 5: Vulnerabilities Compromise Your Credibility

Outdated tools heighten security gaps. Significant impacts include lost customer trust and damaged reputation.

ScreenMeet offers advanced security, globally distributed for optimal performance. End-to-end encryption protects data in transit and at rest with role based access controls. ScreenMeet also aligns with existing data governance through SOC 2 Type 2 and ISO 27001 compliance.

The verdict? This partnership has run its course. [Transition to ScreenMeet for smoother support now and in the future.](#)

## Take Back Control of Your Budget (and the Relationship)

Come renewal, vendors often hike prices without clear ROI, trapping you in pricier, longer contracts lacking real added value. But you have power - here’s how to leverage it.

- **Demand shorter contracts with performance metrics built in.** This applies pressure to address deficiencies. This also helps reduce the risk of being stuck long-term with an underperforming system while holding vendors accountable for addressing deficiencies. Insisting on flexibility and contingencies in your renewal can pave the way for making needed changes or upgrades down the line.
- **Consider reducing licenses to minimize spend on unused capacity.** Rightsizing agreements squeeze value from this aging relationship and provide leverage in negotiation. They also contain costs on an underperforming solution going forward.

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- **Explore fully migrating to ScreenMeet.** Newer tools deliver advanced capabilities without overspending and trying to reinvent the wheel. [Migrating](#) to purpose-built platforms prevents lock-in and provides more agility to innovate.

In today's SaaS landscape, collaboration and ongoing value matter more than hardline negotiating. Seek partners focused on earning business through **solution improvement**, not tactical manipulation maneuvers.

Subscription pricing levels the playing field, letting you tie your spend closely to realized value rather than rigid "maintenance" fees straining budgets. This shift enables partnership-oriented negotiations grounded in performance rather than legacy bully tactics to compel contract renewal.

The cloud delivery model gives you renewed leverage in these relationship discussions. Use it.

## Smarter Spending Decisions

Does it make sense to keep investing in a partner that's no longer innovating? Redirect funds to **solutions aligned with how your team actually works.**

This upgrade may cost less than you think. Don't let sunk costs manipulate you. Bomgar already profited enough from this relationship. Ensure that new dollars deliver true value.

Here's how to spend smarter.

### Consolidate Fragmented Experiences

Too many disconnected tools breed complexity as you track everything across those fragmented systems. Instead, opt for unified platforms interwoven with existing workflows. ScreenMeet, embedded in your IT system, intimately connects support so work stays focused.

Ditch the disjointed tools causing you grief.

### Accelerate Onboarding for Efficiency

Onboarding new hires on Bomgar's outdated systems steals time that could add value. With flexible software like ScreenMeet, ramp-up time drops from months to days.



"The decrease in the setup time of our new hires has been significant, [almost a 50% decrease.](#)" Waqas Mahmud, Senior Manager, Teachers' Support & Services at OTPP

# Break up with Bomgar

When everything just clicks, people make positive impacts from day one.

## The Switch That Pays for Itself

Baking remote support natively into IT platforms means **lower costs**. ScreenMeet consolidates capabilities, eliminating manual work copying session data across systems. Streamlined workflows and dead-simple mobile access substantially reduce total ownership costs.

Don't overpay for dated tools; unified cloud platforms create measurable returns from **day one**.

## Checklist: Is Bomgar Still the Right Partner?

Before defaulting into another costly Bomgar renewal, objectively evaluate where the partnership falls short.

This checklist spotlights capability gaps, costs, risks, and more signs that this relationship has run its course.

### Performance Issues

Let's address the lagging indicator: poor performance. Latency during remote sessions ruins experiences with poor resolution, lagging mouse movements, and delayed responses.

This sluggishness often stems from Bomgar's aging infrastructure failing to make reliable real-time connections. If your teams face chronic delays, it's time to reevaluate fit.

### Measure Performance Gaps

- Rising resolution times
- Spiking SLA breaches
- Unreliable uptime history
- Mobile workforce limitations

### Alignment Breakdowns

Toggling between Bomgar and other tools breeds inefficiency. Copying and pasting session data across disconnected systems devours time.

Without [embedded experiences](#), vital information stays siloed. This fragmentation disrupts workflows and slows resolutions.

# Break up with Bomgar

## Gauge Integration Issues

- Gaps in key capabilities
- Missing critical software links
- Inflexibility to customize

## Repeated Letdowns

- Clunky interfaces limit technicians' ability to swiftly diagnose issues without access to device data.
- Lack of automation leads to repetitive basic cases, wasting resources.

## Take the Relationship's Pulse

- Ease-of-use ratings
- Common user pain points

## Deflated Potential

- Can Bomgar scale smoothly as your business grows? Legacy solutions often buckle under rising demand, with instability and failures arising. Disruptive infrastructure upgrades just prolong defeat.

## Evaluate Growth Obstacles

- Weak vendor support
- Slow pace of updates

## Intolerable Risks

- Outdated tools heighten vulnerabilities. Insufficient security controls lead to compromised credibility and trust after breaches.

## Detect Noncompliance Landmines

- Past platform vulnerabilities
- Poor fit with company standards

This checklist reveals that although it's comfortable, this partnership has run its course.

**Don't settle; you deserve better.**



# Break up with Bomgar

## Template: Total Cost of Relationship

When presenting leaders with business cases supporting platform transitions, include total cost of ownership comparisons. Simply quoting new solution subscription fees misses the bigger picture around:

- Current maintenance, licensing, and upgrade costs
- Implementation and training costs
- Annual integrations required as needs change
- Admins to manage infrastructure
- Lost productivity during deficient assistance

ScreenMeet also offers benefits like:

- **ITSM integrations that eliminate redundant tools**
- **Intuitive interfaces that accelerate onboarding**
- **Active agent based pricing that aligns to support needs**
- **Increased productivity and resolution velocity**

The next page shares a template for assessing the total cost of ownership.

# Break up with Bomgar

Cloud solutions create **major cost efficiencies** at scale. This template calculates total ownership costs, not just upfront fees.

## Direct Software Costs:

Annual software license fees: \$\_\_\_\_\_

▪ Multiyear license commitments: \$\_\_\_\_\_

▪ Maintenance and support fees: \$\_\_\_\_\_

▪ Add-on module and extension costs: \$\_\_\_\_\_

## Implementation Services:

▪ Implementation fees: \$\_\_\_\_\_

▪ Customization services: \$\_\_\_\_\_

▪ Training services: \$\_\_\_\_\_

## Infrastructure Costs:

▪ On-premise servers and hosting costs: \$\_\_\_\_\_

▪ Networking equipment costs: \$\_\_\_\_\_

## Internal Labor Costs:

▪ Admin management time: \$\_\_\_\_\_

▪ Troubleshooting and maintenance: \$\_\_\_\_\_

▪ Manual process workarounds: \$\_\_\_\_\_

▪ Downtime and lost productivity: \$\_\_\_\_\_

## Potential Risk Costs:

▪ Noncompliance penalties: \$\_\_\_\_\_

▪ Security breach impact: \$\_\_\_\_\_

**Total Platform Lifetime TCO = \$\_\_\_\_\_**

# Break up with Bomgar

## 10 Questions to Ask Before Committing Again

It's time to negotiate. Arm yourself with these 10 questions before signing any long-term contract:

### 1. How vulnerable is my security posture?

Find out any recent hacks that have occurred due to Bomgar's outdated architecture and insecure deployment model. For example, the [US Treasury hack of December, 2024](#) could never have occurred if they were using ScreenMeet instead of Bomgar BeyondTrust due to ScreenMeet's Zero Trust Architecture.

### 2. What new features or integrations are included?

Don't assume renewals include new features and integrations. Explicitly gauge whether the latest automation, collaboration tools, and more are included or require add-ons.

### 3. How will this enhance our security posture?

Determine whether upgraded security protections like advanced authentication and role based access controls address your expanded access risks.

### 4. What training and onboarding support is provided?

Onboarding for frequent releases should be provided, given continuous payments. Ask whether training is packaged or à la carte.

### 5. How will this improve reporting and data insights?

Quantifying software value requires robust telemetry. Ensure that renewals include richer analytics, not status quo reporting.

### 6. Can we renew for a shorter 1-year term?

Renewal negotiating power depends on flexible terms. Demand fair short-term options if multiyear contracts don't guarantee value.

### 7. Is the price increase justified by added value?

Require justification that ties price hikes directly to expanded platform capabilities and service commitments that enhance your outcomes.

### 8. Are we locked into multiyear contracts?

Vendor lock-in via long, auto-renewing agreements kills competition. Fight for competitive levers like shorter durations and capped pricing.

### 9. Can the platform be integrated to consolidate apps?

Platforms that can be embedded in your ITSM, CRM, and contact center help consolidate apps and provide a seamless agent experience.

### 10. Will this meet our global growth needs?

The ultimate signal of value is scalability. Press vendors hard on providing evidence that their solution will satisfy rising support demands globally.

# Break up with Bomgar

## Why Switch to ScreenMeet?

As you evaluate options, ensure alignment with modern distributed work and strategic goals.

Purpose-built solutions like ScreenMeet simplify workflows, resolve issues faster, implement robust security, and provide usage analytics, equipping managers to optimize efficiency.

Companies choose ScreenMeet for:

- **Optimized experiences:** Simplify workflows with embedded ITSM integration
- **Maximum productivity:** Boosts resolution velocity via enhanced connectivity and device support
- **Enhanced security and data compliance:** Choose where to store your data, retention periods and who has access
- **Global scalability:** Cloud infrastructure adapts seamlessly to mobile workforces
- **Visibility and control:** Equip managers with usage analytics to guide efficiency

## What Industry Leaders Say

The advantages of migrating to solutions like ScreenMeet are well documented among IT leaders who have made the switch. Numerous case studies highlight increased agent productivity, shorter resolution times, and rapid onboarding and deployment.



**"ScreenMeet is a prime example of the innovative technology partners we use to further enhance our easy and expert customer experience,"** stated Jim Roth, Executive Vice President of Customer Support at Salesforce.

For the Ontario Teachers' Pension Plan IT help desk, the move to ScreenMeet remote support resulted in a **10% increase in first-call resolution, 25% decrease in handling time, and 50% decrease in setup time for new hires.**



**"Now that we can connect to anybody as if we're there face-to-face to help support them, we're able to get people up and running faster,"** stated Waqas Mahmud, OTTP Senior Manager of IT and Services.

ScreenMeet proudly supports nearly **50,000 agents and 400 million end-users worldwide with its cloud-native, embedded platform that delivers better employee experiences** for IT service directors by modernizing enterprises. **"It was the smoothest move ever we have done with a tool,"** added Liran Daniel of ServiceNow.



# Break up with Bomgar

Liran says the most significant advantage so far has been the time efficiency, as session notes, screenshots, call recordings, and other data were automatically incorporated into the trouble tickets. This process has reduced the steps needed to log everything into the ticket.

## The Time to Switch Is Now

The choice is yours.

Keep investing in a relationship that's run its course or demo innovative options like ScreenMeet until you feel ready to make a fresh start.

With ScreenMeet, leave Bomgar's fake cloud for a true cloud-native solution providing the speed, functionality, and seamless integration necessary to optimize IT support delivery now and in the future - **all at a lower cost.**

Since ScreenMeet is embedded in ServiceNow, it is more secure, and takes only 30 minutes to implement it then start experiencing the benefits. Your IT help desk is ready to take this relationship to the next level in the cloud.

## Ready to Take the Next Step?

1. Visit our [Breakup with Bomgar BeyondTrust page](#) for an in-depth comparison of ScreenMeet and Bomgar BeyondTrust.
2. Watch this short video on [why ServiceNow switched to ScreenMeet Remote Support](#) and walk through this [interactive demo](#).
3. [Request a custom demo today](#) to learn more about making a smooth, cost-effective transition to ScreenMeet's intelligent remote support platform for business transformation.

Don't let frustrating tools, security breaches, and unnecessary renewals obstruct your success any longer. The future of support is now with ScreenMeet.

**It's time to start the next chapter.**



# ScreenMeet

## About ScreenMeet

ScreenMeet is the intelligent remote support platform for transforming your business. Built with Zero Trust Architecture and deeply integrated into existing platforms like Tanium and ServiceNow, ScreenMeet is used by leading enterprises globally.