GoToMyPC Corporate integration services APIs

Seamlessly integrate GoToMyPC Corporate with your existing IT infrastructure.

GoToMyPC Corporate offers two flexible application programming interface (API) options to enhance your implementation of GoToMyPC Corporate: the Administrator API and Reporting API. These web services APIs provide you with the ability to integrate the management functions and reporting data of your GoToMyPC Corporate accounts with your internal account administration and reporting applications. Using the most secure access methods, Secure Sockets Layer (SSL) protocol SSLv3 and strong password security protections, these APIs fully support standard web services technologies— including HTTPS, XML, SOAP and WSDL—enabling you to programmatically access your GoToMyPC Corporate accounts with ease and security.

Through the Administrator API, account administrators can use a standard set of tools to provide more efficient service through streamlined functionality and real-time access to management tasks as an alternative to manually accessing the GoToMyPC Corporate administration center.

Through the Reporting API, GoToMyPC Corporate report data can be automatically captured and stored in your existing infrastructure, ultimately providing long-term access to important information and the option of merging this data with your other internal tracking data. Managers can benefit from access to centralized information, giving them the ability to analyze the complete system access experience and eliminating the manual integration of disparate data.

Storing and protecting the data within your own sites helps you satisfy the requirements of such government acts as the Gramm-Leach-Bliley Act (GLBA), the

Health Insurance Portability and Accountability Act (HIPAA), the USA PATRIOT Act Customer Identification Program and the Sarbanes-Oxley Act.

Administrator API Overview

The GoToMyPC Corporate Administrator API provides custom integration of GoToMyPC Corporate user provisioning into your existing IT infrastructure. The ability to create or change the users, managers or groups of your GoToMyPC Corporate account from within your primary management systems simplifies and streamlines the entire process of account management. Integrating these management functions also provides you with the opportunity to synchronize users from your GoToMyPC Corporate account with user accounts from other systems, such as CRM or HR systems. All of the user-control and management functions you are able to manually access from the online GoToMyPC Corporate administration center are available programmatically.

Benefits

Provisioning your users programmatically with the GoToMyPC Corporate Administrator API allows you to keep your GoToMyPC Corporate users in sync with your Active Directory, LDAP directory or other user authentication repository. This can help ensure that only current active employees are authorized to use GoToMyPC with your corporate account. By streamlining these processes, administrators are more quickly able to create, change or delete GoToMyPC Corporate accounts, resulting in faster access for users, increased efficiency, higher security and quality enhancements across the entire IT organization.

Example implementations

The Administrator API can be used to automate a variety of functions. For example:

- Create a simpler account-management process using a single-administrator interface.

- Set GoToMyPC Corporate account passwords with passwords captured from other systems or perform a system-wide password reset.

- Provide synchronization of your user-authentication repository, such as LDAP or Active Directory, with your GoToMyPC Corporate account.

- Create, update or delete GoToMyPC Corporate groups based on the group structures defined within your organization.

- Invite, create, update or delete GoToMyPC Corporate group managers based on the definitions of managers maintained internally in your account applications.

- Invite, create, update or delete GoToMyPC Corporate users, based on the user descriptions from your internal applications. If a user leaves your organization, for example, a program could be triggered to instantly and automatically remove the user's GoToMyPC Corporate account.

Reporting API overview

The GoToMyPC Corporate Reporting API allows you to access your GoToMyPC Corporate account data programmatically from the hosted service to send to other systems (such as business intelligence applications or local databases) in your existing infrastructure. This enables you to save and maintain the information long term within your own local applications and create your own integrated reports.
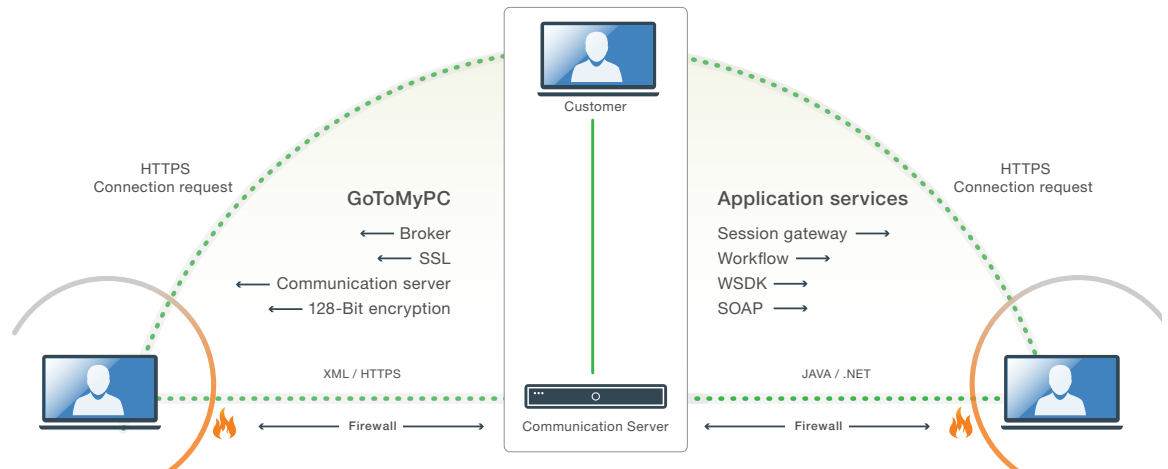
GoToMyPC Corporate data you can access includes:

- Access history by computer

- Connection history by user

- Inventory of accounts

- System configuration

- Features enabled or disabled

- Group events

- Manager events

- Log-in reports

- Authentication attempts and failures

Benefits

Integrating GoToMyPC Corporate data in your environment provides a single data source so you can quickly analyze and generate reports to understand the GoToMyPC user activity and inventory configuration and changes in your IT and support infrastructure. You can then leverage this information to continuously improve your IT environment.

Example implementations

The Reporting API can be used to report on a variety of valuable data.
For example:

- View GoToMyPC Corporate activities and activity history within your
  local applications without having to log in to the GoToMyPC Corporate
  administration center.

- Download and save GoToMyPC Corporate account access information within
  your own applications or data warehouses. Storing data long-term in your own
  reporting infrastructure enables you to instantly access information in the event
  of an unexpected audit or other reporting need.

- Create custom reports by incorporating the GoToMyPC Corporate data with data
  from your other systems and using your own reporting or business intelligence
  applications. For example, cost data from financial systems can be combined
  with GoToMyPC Corporate access data to analyze the profitability of investments
  in projects and processes.

Conclusion

The GoToMyPC Corporate Administrator API and Reporting API help you realize
increased efficiency across your support organization, allowing you to streamline
your administration tasks and locally manage your reporting data.