Since 1985, CACTUS Software has been the leading provider of credentialing software design and development. CACTUS Software solutions are accessed by over 1,600 of the leading health care organizations in the country, from small community hospitals with staffs of 50 practitioners to managed care clients that have upwards of 300,000 providers, including HMOs, PPOs, IPAs, insurance companies, networks and physician groups of all sizes.

THE CHALLENGE

CACTUS clients maintain strict data and network access policies to ensure information security throughout their enterprise. With this in mind, the CACTUS support team required a remote support solution with an on-site appliance to reduce the number of parties involved during remote sessions. CACTUS also wanted a solution that was easy to implement and highly configurable. Finally, the high costs associated with a common SaaS-based remote support solution encouraged the research of a solution that could bring about a tangible ROI.

THE SOLUTION

The CACTUS support team appreciated the security of keeping the solution in-house. “[We wanted] to reduce session exposure to CACTUS and our clients in order to provide an increased level of trust and security to our clients while still providing industry leading remote support,” says Paul Marvin, a product support analyst for CACTUS Software.

Flexibility and configuration set Bomgar ahead of the other remote support solutions. “The Bomgar solution, with its simple implementation, configurable features and functionality fit our needs. It also gives us the flexibility to adjust as our needs change,” Marvin says.

Bomgar’s licensing structure and overall flexibility made Bomgar a stand-out candidate. “While some organizations may benefit from the subscription model, we found motivation to seek a flexible licensing architecture that was not restricted by individually licensed seats or additional authentication, as well as a visible and maintainable ROI,” Marvin says. “The Bomgar solution allows our users to log in using their existing network accounts and requires minimal maintenance costs, which made these accomplishments almost too easy.”
THE RESULTS

Maintaining a separate list of user accounts and passwords and distributing them to specific users is not cost-effective or efficient, and drastically limits the ability to adapt to both internal and external changes. "Allowing us to integrate Bomgar access into our existing security infrastructure and efficiently share the licenses across the entire staff was a big win for us," Marvin says.

These are the kind of process improvements that will allow any staff member to quickly, efficiently and securely respond to client requests for assistance.

"On the same note, since the solution is in-house, our clients are going to see remote support coming from us rather than a third-party host," Marvin says. "As a result, we can reduce our session exposure and provide an increased level of trust and security to our clients while still providing industry leading remote support."

CACTUS also expects to see a return-on-investment in less than two years.

"The Bomgar solution fits our needs, instead of the other way around, and we like that. We also like that we can call it 'our' solution," Marvin says. "That feeling of ownership is backed by stability and confidence that every time you launch Bomgar it will work."

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company’s appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 7,500 organizations across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.