Northwell Health is the nation’s 14th-largest health system, delivering world-class clinical care throughout the New York metropolitan area, pioneering research at The Feinstein Institute for Medical Research, a visionary approach to medical education highlighted by the Hofstra Northwell Health School of Medicine, and healthcare coverage to individuals, families and businesses through the CareConnect Insurance Co. Inc. As a national healthcare leader, Northwell Health is committed to excellence, compassion and improving the health of the community.

The health system cares for people at every stage of life at 21 hospitals and approximately 450 outpatient physician practices throughout the region. Northwell’s owned hospitals and long-term care facilities have more than 6,600 beds, employ more than 13,300 nurses and are affiliated with approximately 10,300 physicians. With a workforce of more than 61,000, North Shore-LIJ is the largest private employer in New York State.

Northwell Health was initiating plans to replace its existing IT service management solution and wanted to ensure that its new approach to providing IT services included more robust remote support capabilities than the health system had at that time.

SATISFYING SEVERAL CRITICAL REQUIREMENTS

“Our IT service management system had reached end of life and the remote support capabilities of that solution had a number of limitations, including not being able to connect to Mac OS devices or reboot machines without involving the end user,” said Michael Turpin, director of service management for Northwell Health. “It really didn’t allow the level of remote support we needed for our growing organization. We knew we needed more advanced features and capabilities.”

It was also critical that the new solution comply with stringent data security regulations that Northwell must meet, such as HIPAA. Turpin researched a number of potential remote support solutions, but only Bomgar met all of Northwell’s requirements.

“Gaining the ability to support Mac OS devices was a critical driver in selecting Bomgar,” said Turpin. “At the time, we had a lot of physicians who were starting to use Apple devices in their practices and we were using a best efforts approach to helping them. We wanted a remote support solution that could support these devices.”

Bomgar’s Reboot feature solved another critical need, allowing Northwell’s support technicians to reestablish a session after rebooting a machine without having to involve the end user. “Having the ability to seamlessly pick up where the session left off without starting a new session really improves the experience for our users,” said Turpin.

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DIRECTOR OF SERVICE MANAGEMENT
The user experience has also been improved by the ease with which sessions can be established with Bomgar. Setting up remote support sessions with the previous solution was a more cumbersome and confusing process for Northwell’s user base, taking on average one and one half to two minutes longer than establishing those sessions with Bomgar. For end users on Northwell’s network, Bomgar’s Jump Client feature further expedites establishing connections, even for unattended machines.

Bomgar’s security features, including its appliance-based architecture and 256-bit Advanced Encryption Standard (AES) SSL to encrypt all application communications, provide Northwell Health with the data safeguards required to comply with HIPAA’s patient confidentiality requirements. “Our security team and CIO really appreciate that the Bomgar appliance is within our firewall and we don’t have to send data out of our network to a third party in the cloud,” said Turpin.

COLLABORATIVE FEATURES ENHANCE CALL HANDLING AND USER EXPERIENCE

Although the health system is growing rapidly, having Bomgar in place has enabled the technical support team to maintain an impressive first call resolution rate of approximately 87 percent. A key reason is the enhanced collaboration Bomgar makes possible. Team leads and subject matter experts can easily join an ongoing session when needed to help a support desk technician resolve an issue.

Moreover, Bomgar allows the remote support technicians to establish sessions and help users whether they are on the organization’s network or at a location where the connection must be established over the Internet. “We use a Citrix virtual portal to host many of our clinical and business applications that individuals associated with our health system use when outside of our network,” Turpin said. “There are certain browser configurations and applications that are involved when setting up the portal for these users. With Bomgar, we are able to connect to user devices wherever they are and get them ready for the portal without extensive involvement on their end.”

Bomgar’s Screen Annotations feature has also helped Northwell’s technicians direct user attention to items on their screen when instructing them how to use an application or perform a task. “Being able to point to or circle something on the screen has certainly come in handy when we are trying to make a teaching moment out of our tech support,” said Turpin.

Seeing the many ways Bomgar has already enhanced remote support for Northwell, Turpin anticipates that the solution that will continue to improve the efficiency and effectiveness of his department. “Right now, we are testing escalating some of our more difficult calls to representatives who will handle them using the Chat feature exclusively. We think this may increase our efficiency even more.”

“Overall, Bomgar is just making us better at serving our clients. At the end of the day, that’s exactly what we were looking for in a remote support solution,” Turpin concluded.

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 10,000 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.