THE UNIVERSITY OF SOUTHERN CALIFORNIA VITERBI SCHOOL OF ENGINEERING

REMOTE SUPPORT CAPABILITIES SERVE A VIBRANT PROFESSIONAL SCHOOL

"With Bomgar's virtual appliance, we saw an opportunity to consolidate all of our previous remote support tools into one solution that offered secure connections to remote computers and devices, regardless of what platform they used,"

MICHAEL GOAY
EXECUTIVE DIRECTOR OF INFORMATION TECHNOLOGY

Founded in 1880, the University of Southern California (USC) is a leading private research university and home to more than 38,000 students and 3,500 full-time faculty members. The Viterbi School of Engineering is one of 18 professional schools at USC. The Viterbi School contributes approximately one fourth of the university's annual sponsored research.

Before the IT department at the Viterbi School began using Bomgar, it had limited remote support capability that made frequent on-site visits necessary in order to support the more than 600 full-time and part-time faculty, staff and student employees that work in 20 buildings on and off campus. With a continually growing and evolving IT environment, the school's IT department recognized it needed to improve its incident handling speed and capacity and reduce the need for on-site support visits and the associated costs.

MEETING A GROWING NEED

"We have 13 full-time IT support staff and 12 part-time student workers in our department," said Michael Goay, executive director of information technology for the USC Viterbi School of Engineering. "We didn't have the incident handling capacity we wanted and had limited remote support capabilities. As a result, we often had to make repeated on-site visits to resolve issues in cases where we didn't initially dispatch a support representative with the right expertise. The geographic area we had to cover was growing as well and we had an evolving need to support more platforms with the advent of BYOD. All of these factors drove our decision to find a single remote support solution capable of addressing them."

Goay and his team considered several remote support solutions in addition to Bomgar, including NetSupportManager, LogMeIn, TeamViewer and Apple Remote Desktop. After a careful evaluation, the department chose Bomgar.

CONSOLIDATING ON A SINGLE SOLUTION

"With Bomgar's virtual appliance, we saw an opportunity to consolidate all of our previous remote support tools into one solution that offered secure connections to remote computers and devices, regardless of what platform they used," said Goay. "Bomgar enables us to support faculty and staff users even if they are not on the university's network. We can also now help our approximately 6,800 engineering students if they have trouble connecting to the Viterbi IT computing resources."

Goay likes the fact that Bomgar has extensive API support that enables his department to integrate its internally developed service desk ticketing system, tying recorded sessions with service desk tickets for future referencing and training. "It has allowed us to create a knowledge base of historical support incidents and record how we resolved them." The Bomgar solution has also reduced user support costs and, consequently, the total cost of ownership.

"We now have the ability to resolve most of our issues remotely, rather than through on-site visits. It dramatically improves our time-to-resolution and the user experience, as well as reducing our support costs. It has really been a game-changer for us. We can do so much more without having to increase our support staff."

Bomgar's collaboration tools are also improving the IT support team's efficiency. "Previously, if we didn't send a technical support representative with the right set of skills on-site, it meant a second visit, which was very inefficient and costly. Bomgar changes all that, allowing us to virtually collaborate on any issue, bringing in second-tier and third-tier support quickly whenever the situation requires it," said Goay.

Bomgar's dynamic session policies, including Jump Client technology, enable the Viterbi School's IT department to seamlessly support the approximately 1,100 faculty and staff computing devices, 120 virtual servers and 400 computers in instructional labs whether they are attended or unattended.

"With Bomgar, we are not dependent on the user to help us connect to a machine to perform routine maintenance, such as software and driver installations and update, or to fix a problem. We can initiate a session remotely with unattended devices and even reboot a device and maintain an existing session. These capabilities greatly improve efficiency and, most importantly, customer satisfaction," said Goay.

Goay appreciates the support his team receives from the Bomgar organization as well. "Bomgar has a fantastic support team. They are right there when we need them with a 'can do' attitude and I like how the company is making continual improvements to the solution, adding useful features. It is so much more than a mere screen-sharing tool. At the end of the day, Bomgar just makes it much easier for us to do our job. That's simply the bottom line."

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 8,000 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.

BOMGAR.COM   I   866.205.3650 (U.S)   I   +44(0) 1628 480 210 (U.K./EMEA)   I   READ MORE CASE STUDIES >