BeyondTrust

Consolidating Remote Support Unifies Campuses

BeyondTrust Empowers The University of Miami to Support Every Type of Device for Users Around the World

UNIVERSITY OF MIAMI

Organization:
The University of Miami

Main Campus:
Coral Gables, Florida

Product:
Remote Support

Industry:
Higher Education

> "Unifying our teams with a single remote support solution is an important part of our continual service improvement initiative."

ROCKY PEDROSO, DIRECTOR OF INFORMATION TECHNOLOGY

✓ Consolidated remote support, unifying campuses

✓ Universal support with a global reach

✓ Security without compromising productivity

✓ Streamlined session supervision with ServiceNow integrations

Consolidating Remote Support & Unifying Campuses

Founded in 1925, the University of Miami (UM) is a private research university with more than 16,000 students from around the world.

The University is a vibrant and diverse academic community focused on teaching and learning, the discovery of new knowledge, and service to the South Florida region and beyond.

With multiple campuses including the main Coral Gables campus, the Leonard M. Miller School of Medicine, the Rosenstiel School of Marine and Atmospheric Science, and the Richmond Facility for Research, UM is comprised of a total of 11 schools and colleges, offering a combined 180 academic programs and majors.

In the past decade, the University of Miami decided to consolidate several disparate IT organizations across the University's many campuses, enabling the organization's 600+ IT support professionals to work more closely as a unified team. As part of that initiative, the University of Miami IT department deployed ServiceNow IT Service Management software and multiple project-oriented software solutions.

Rather than continuing to use the numerous ad-hoc solutions previously employed by the various campus IT departments, they wanted to consolidate into a single remote support solution.

"Unifying our teams with a single remote support solution was an *important part of our continual service improvement initiative*," explains Rocky Pedroso, Director of Information Technology for the University of Miami.

"We evaluated several of the solutions in use across the University, including WebEx, GoToAssist, and DameWare. *BeyondTrust Remote Support was the only solution that met all our requirements*."

Universal Support With a Global Reach

A priority for Pedroso's team was earning the ability to support every type of device for users around the world.

"Many users at UM have Mac computers and several of the remote support solutions did not adequately support them," said Pedroso. "*BeyondTrust answered that concern for us.*"

Pedroso and the IT organization's team of approximately 120 technicians also sought the ability to support users who were off-campus and outside of UM's virtual private network (VPN).

> "Many of our professors, staff, and students travel abroad or attend programs we sponsor in other countries. **BeyondTrust Remote Support** allows us to connect to their device and support them no matter where they are—which is something we couldn't do with our other remote support solutions."
>
> **ROCKY PEDROSO, DIRECTOR OF INFORMATION TECHNOLOGY**

BeyondTrust Remote Support's recording features and easy screen sharing help enhance session transfer capabilities among university support staff.

"With several campuses that are in different geographic areas, we needed the capability to share videos and screens to enable collaboration among our support representatives and supervisors—no matter where they were located," said Pedroso. "Screen sharing also helps our training department representatives, who can remote onto a device and show the user how to do something rather than trying to talk them through it over the phone."

Security Without Compromising Productivity

Given the University of Miami's extensive collection of medical and research facilities, security was another important consideration.

The university's IT support teams needed a way to securely access devices that may host personal health records, data, and other potentially sensitive information.

BeyondTrust Remote Support's on-premises virtual appliance does not require opening a portal in UM's firewall, accessing a third-party website in the cloud, or enabling services on devices—all of which are activities that may compromise security. BeyondTrust's session traffic is also encrypted, logged, and each support session is recorded for a detailed audit trail.

University of Miami's support team also relies on BeyondTrust Remote Support's Jump Client feature to access unattended medical devices to perform routine maintenance, reboots, and updates.

"We keep our end users fully informed when we access a medical device, such as an x-ray machine, but the Jump Client technology does not require them to take any actions on their end, which is great," Pedroso explained.

"The File Transfer capability and reboot to Safe Mode are also helpful tools that make it easy to update machines on our campuses when needed."

Streamlined Session Supervision With ServiceNow Integrations

In addition to consolidating all remote support activities, UM has streamlined their entire service flow by integrating BeyondTrust Remote Support with ServiceNow ITSM.

Bringing together BeyondTrust and ServiceNow gives Pedroso and other IT supervisors a simple way to locate and review session recordings as they are appended to each service ticket—and without diverting from their regular support workflows.

"The fact that BeyondTrust tags each ticket with a recording really caught my attention. It's a great time saver," noted Pedroso.

Typical service issues for the university team range from users needing help accessing email to more serious troubleshooting, such as healthcare providers who are having trouble accessing electronic medical records in an exam room.

> "We try to handle as many issues as we can remotely, which saves a lot of time for our users who don't have to wait for a technician to travel to their location to troubleshoot a problem."
>
> **Rocky Pedroso,**
> **Director of Information Technology**

In fact, the success the University of Miami IT team experiences with BeyondTrust has led other departments at the university to adopt BeyondTrust solutions as well.

"Many of our departments get exposed to BeyondTrust Remote Support through our training department. *Once they see how easy it is to use, they want to bring it directly into their workflow*."

Efficient, Secure & Scalable

"BeyondTrust has met all of our needs when it comes to remote support capabilities," Pedroso concluded. "*It is efficient, secure, and scalable, so I'm confident it will not just meet our needs today, but also be an asset to our department as the University continues to grow*."

Supercharge your service desk with secure access and support for any device, any system, from anywhere – including Windows, macOS, Linux, Android, & iOS

See for yourself!

Try it for free

BeyondTrust

BeyondTrust is the worldwide leader in intelligent identity and access security, empowering organizations to protect identities, stop threats, and deliver dynamic access to empower and secure a work-from-anywhere world. Our integrated products and platform offer the industry's most advanced privileged access management (PAM) solution, enabling organizations to quickly shrink their attack surface across traditional, cloud, and hybrid environments.

BeyondTrust protects all privileged identities, access, and endpoints across your IT environment from security threats, while creating a superior user experience and operational efficiencies. With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as businesses evolve. We are trusted by 20,000 customers, including 75 of the Fortune 100, and a global partner network.

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