

# ANATEL

## FINDING A FEATURE-RICH REMOTE SUPPORT SOLUTION TO MEET AN ENTERPRISE'S VARIED REQUIREMENTS



*"It was essential for us to deploy a remote support solution that ensured secure access and could record data and create an audit trail of actions taken during support sessions. Only Bomgar, with its single-tenant appliance architecture, encrypted session traffic, advanced authentication and access controls, and session recording features, met every aspect of our security requirements."*

**JORGE WILSON DA SILVA MENDES**  
IT MANAGER

Brazil's National Telecommunications Agency (ANATEL) was created to promote the development of telecommunications in the world's fifth largest country. The agency, which operates independently of the government, is responsible for activities such as the implementation of national telecommunications policy, license regulation, managing radio frequency spectrum, and the protection of consumer rights.

Prior to implementing Bomgar, the Service Desk department of ANATEL supported remote desktop workstations using Microsoft's Lync collaboration and instant messaging application. However, when ANATEL refreshed its workstation fleet in 2014, they needed a more robust remote support solution as the Lync tool did not support the operating system of the new workstations. Additionally, at that time, the organization adopted a new set of security policies that required a remote support solution with more advanced security features. Moreover, the Service Desk wanted to expand its capabilities so that it could provide remote support for the organization's increasing number of mobile devices and its full range of network assets.

### AN EVOLVING ENTERPRISE INFRASTRUCTURE DRIVES THE NEED FOR ENHANCED REMOTE SUPPORT

"Providing only on-site support was not feasible given our large and geographically dispersed user base," said Jorge Wilson da Silva Mendes, for ANATEL. "For that reason, finding a remote support solution for our service desk was essential. However, being a quasi-public agency, we also had very strict security protocols to meet when remotely supporting the workstations and the growing number of mobile devices used by our employees. We also wanted to ensure that our service desk—the single point of contact for our end users—was able to provide effective connections and quick resolution of incidents to ensure a quality customer experience. Supporting our servers and other network devices was also a priority."

ANATEL conducted a detailed analysis of several possible remote support solutions, evaluating whether they could meet the organization's many requirements. In addition to Bomgar, the team evaluated LogMeIn Rescue, Microsoft's Remote Desktop, TeamViewer (full version), DameWare (full version), GoToAssist Corporate and WebEx Support Center. While ANATEL's analysis found that all of these solutions had the capabilities necessary to enable basic remote support for some devices, only Bomgar offered the robust capabilities needed to meet all of the organization's requirements. "Our trusted advisor, PBTI Soluções, delivered a complete solution with implementation, training and support all in Portuguese" Wilson da Silva Mendes added. "In addition we commercialized the transaction in Brazilian Reais with terms and conditions acceptable to the Brazilian government."

"Bomgar was the only solution that met ANATEL's security requirements" added Mendes, "working closely together we delivered a turnkey plan to meet their requirements."

Of primary concern was the inability of the other remote solutions to comply with ANATEL's stringent security policies. "It was essential for us to deploy a remote support solution that ensured secure access and could record data and create an audit trail of actions taken during support sessions," said Jorge Wilson da Silva Mendes. "Only Bomgar, with its single-tenant appliance architecture, encrypted session traffic, advanced authentication and access controls, and session recording features, met every aspect of our security requirements."



Additionally, all but one of the other tools lacked sufficient capability to provide complete support for ANATEL's network servers, switches and routers as well as Linux, Android and iOS operating systems. Bomgar, on the other hand, enabled full remote support for every device and operating system in the organization's operations, including mobile devices in the field. Moreover, Bomgar reliably maintained connections and adjusted session characteristics according to connection quality, even with low bandwidth network connection speeds.

"We also liked Bomgar's concurrent licensing structure," said Jorge Wilson da Silva Mende. "It enabled our Service Desk attendants to initiate a remote support session regardless of their location, and then free up the license for use by other another representative when they were finished. That approach is much more efficient and cost-effective than purchasing dedicated seats for each user or device in our enterprise footprint."

#### IMMEDIATE BENEFITS WITH EVEN MORE TO COME

ANATEL deployed Bomgar using a pilot period of one month during which one technician tested the solution for remote support. During the pilot, the technician fielded 227 remote calls. The length for the sessions averaged approximately 29 minutes, which represented a dramatic improvement from the contractual resolution Service Level Agreement (SLA) of six hours. Additionally, 89 percent of the calls received during the pilot period were resolved through first tier support, compared to the SLA of 50 percent. "Needless to say, Bomgar passed the initial pilot with flying colors and we were able to virtually terminate the need to resort to telephone or on-site support to help our users," said Jorge Wilson da Silva Mendes.

The pilot period also confirmed that the advantages of Bomgar's robust security features extended beyond meeting the organization's policies. "During the period, we had a user who thought an email might have been deleted by the technician during the course of a session and requested an inquiry. After reviewing the recorded video of the session with the user, it was clear that the email was not deleted during the session and the user apologized and canceled the request for an inquiry. The Bomgar solution keeps us in full compliance with our new security protocols and the benefits to our organization have been clearly demonstrated."

In addition to completing the deployment of Bomgar for remote support of devices connected to ANATEL's internal network, the organization anticipates rolling out the solution to enable secure session support for users when connections are established over the Internet. Integration with ANATEL's internally-developed ticketing application is also planned. "While the remote support solution is already making a big impact, there is great potential for Bomgar to deliver even more improvements when it comes to the management of IT services at ANATEL," said Jorge Wilson da Silva Mendes. "In our experience, it has proven to be the best remote solution on the market and the right choice for a large enterprise environment such as ours."

This solution was made possible with the participation of PBTI Solutions, a Bomgar partner in Brazil. On the role of PBTI in the process, Mendes concludes that "the partnership was also crucial for the successful implementation of the project, which allowed the transition between the solution that was in use and Bomgar's solution to happen without impacts or disruptions in technical support to our end users."

---

#### ABOUT BOMGAR

Bomgar is the leader in Secure Access solutions that empower businesses. Bomgar's leading remote support, privileged access management, and identity management solutions help support and security professionals improve productivity and security by enabling secure, controlled connections to any system or device, anywhere in the world. More than 10,000 organizations across 80 countries use Bomgar to deliver superior support services and reduce threats to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris, and Singapore. Connect with Bomgar at [www.bomgar.com](http://www.bomgar.com)

