

GREATER MANCHESTER SHARED SERVICES

SERVING THE REMOTE SUPPORT NEEDS OF A VITAL HEALTHCARE SYSTEM



Greater Manchester

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GRANT TAYLOR
SERVICE DESK OFFICER

NHS Greater Manchester Shared Services (GMSS) delivers one of the largest portfolios of healthcare support services in the United Kingdom, working closely with 12 regional clinical commissioning groups (CCGs) serving a population of 2.8 million. The organization's clients include CCGs, local authorities, more than 600 healthcare providers and a host of other public and private sector bodies, primarily across the Greater Manchester region in the UK.

CHOOSING A SOLUTION THAT IS BOTH FLEXIBLE AND SECURE

“Prior to merging together, the service desks for the individual PCTs were using a number of different remote support solutions, including VNC, DameWare, Zenworks and Bomgar,” said Grant Taylor, service desk officer for NHS GMSS. “We wanted to standardize on a single solution that gave us all the capabilities we needed, but was also highly secure. After evaluating the many solutions; Bomgar stood out as the right choice.”

Security was a critical reason NHS GMSS chose to standardize on Bomgar. “Working with healthcare practitioners, we handle large volumes of sensitive patient data every day,” said Grant. “So ensuring the security of that data was of primary importance in choosing a remote support solution. Even though Bomgar is highly configurable to meet our specific support needs, it does not get that flexibility at the expense of strong security as is the case with many solutions.”

To ensure security, all Bomgar sessions between representatives and remote users occur through the server components that run on the Bomgar appliance. To protect the security of the application data in transit, Bomgar uses 256-bit Advanced Encryption Standard (AES) SSL to encrypt all application communications.

Using Bomgar, the 20 service desk team members help the local healthcare practices and other organizations they serve with a wide range of issues, from troubleshooting software and web pages that won't open correctly to installing printer drivers and advising users how to use new applications. “When a user has a problem, we get on the phone with them and give them a Bomgar session key, allowing us to quickly take control of their machine and provide the help they need. Our goal is to make the experience as easy as possible for them,” said Grant.

ROBUST FEATURE SET ENHANCES EFFICIENCY

Grant and his team find a number of Bomgar features very useful, including Canned Scripts. “We are constantly pushing software and updates out to the various practices. With the Canned Scripts feature, we can put the software and other items on the Bomgar appliance itself or on a virtual server so we don't have to search for them on our servers or our clients' servers. The Canned Script automatically executes the commands necessary to push the software out to the desired PCs. As you can imagine, automating these activities with the Canned Scripts feature saves us a tremendous amount of time.”



Bomgar's Jump Client technology is used by NHS GMSS to gain access to and perform maintenance activities on the more than 550 servers that the organization manages. Additionally, the service desk team utilizes more than 130 Jumpoints to gain access to all of the devices on the numerous domains the service desk supports that are not part of the NHS GMSS network. "A single Jumpoint installed on a computer within a local area network is used to access multiple systems, eliminating the need to preinstall software on every computer on a network," said Grant.

NHS GMSS has also integrated Bomgar with its ServiceNow IT service management system. The integration allows the support reps to initiate and document Bomgar remote support sessions within the ServiceNow environment. Bomgar's Recording feature plays an important role in enhancing the ServiceNow workflow by creating a reviewable record of each session, this provide a two-pronged solution; security, in the event that a support session needs to be reviewed for any concerns raised by either the client or IT Support staff and for training and quality purposes to better our support with the customer in future.

A USER EXPERIENCE THAT SUPPORTS GROWTH

At the end of each session, users are asked to fill out a Bomgar Survey about their experience. "The surveys are a very useful way to get constant feedback on how well we are serving our customers," said Grant. "Whether or not particular issues are easy to resolve, we can still monitor sessions to make sure our reps are presenting themselves in a very professional manner and fostering a positive user experience."

Looking forward, Grant said that NHS GMSS has plans to move from the B300 appliance the organization currently has to a virtualized Bomgar appliance. "Bomgar has been an excellent company to work with because they are always there to help us achieve our goals. We are moving to a virtualized IT environment and the Bomgar virtualized appliance will support that transition," said Grant.

Summarizing the experience with Bomgar, Grant said, "Bomgar is the way forward for our organization. As a screwdriver is to a workman, Bomgar is to our IT team. It's the essential tool we need to do our job effectively."

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

