

RAISING THE BAR FOR HEALTHCARE REMOTE SUPPORT



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**THE DIRECTOR OF
IT CUSTOMER SUPPORT**

Bomgar’s customer is a business in the healthcare industry with approximately 3,000 employees in the United States and Canada and 150 office locations. The organization uses Bomgar regularly to support users and access systems in the company’s various office locations.

The demographics of the company’s workforce runs the gamut from millennials, who in general are very computer savvy, to older employees who often have little experience with computers and other electronic devices. Many of these employees are involved with data entry and commonly perform tasks such as scanning and printing documents. The company operates a virtual network environment and the majority of employees log into virtual desktops to do their work. The Director of IT Customer Support used Bomgar previously, and based on that success, chose Bomgar Remote Support with a virtual appliance deployment.

Bomgar Keeps Pace with Busy Help Desk

“Our help desk staff is available to troubleshoot any issue that may come up in our employees’ day-to-day work,” said the Director of IT Customer Support. “We receive an average of 150 calls per day. Many of those calls are related to issues concerning the printing and scanning tasks our employees perform. Bomgar is a huge help in quickly solving issues in an environment that is this busy. Our IT development team also uses Bomgar to respond to ‘how-to’ questions about applications our employees are using.”

Help desk techs love that Bomgar provides a seamless way to connect to an end user who is experiencing an issue and see exactly what they are seeing. They can connect to a device immediately with Bomgar while taking a support call or responding to an online ticket.

Additionally, the IT staff frequently uses Bomgar’s recording feature to collaboratively share information within the IT team. “We might have a common issue, such as a problem with an application, that keeps recurring,” said the Director of IT Customer Support. “Having the ability to record our sessions is extremely valuable because we can use the recording to show other help desk representatives how to resolve the issue or share it with our development team if it is something they should address. Sharing the recorded sessions saves everyone a lot of time and energy.”

Bomgar Features Support HIPAA Compliance

Being in the healthcare industry, data security is a very important concern for the organization. The company routinely accesses medical records and, as a result, takes numerous measures to comply with HIPAA and the Common Security Framework of HITRUST. Bomgar’s advanced security features support those measures, including advanced encryption, audit logs and recordings of all sessions. “Security is a top priority for Bomgar, and I appreciate that,” said the Director of IT Customer Support.

The IT team takes advantage of Bomgar's expansive feature set, including File Transfer, Jump Client agents, and Chat. The company's end users do not have administrative rights on their computers or virtual desktops. As a result, the IT team uses File Transfer to install software and perform other tasks that require administrative access. Bomgar Jump Clients enable help desk representatives to revisit support sessions tied to specific endpoints in the event that they need to reference them later. The IT team also uses Jump Clients to easily connect to the company's servers. In addition, Bomgar's built-in chat functionality provides a convenient channel for end users to seek help from the IT team.

Bomgar Does More Than Just Remote Support

The company has grown rapidly over the past several years through multiple acquisitions. Currently, the organization is segmented into multiple, unique brands. The Director of IT Customer Support appreciates that Bomgar has been able to scale with the growth of the organization and could be customized to reflect the different brandings within the organization.

In the future, the company plans to use Bomgar to control vendor access to the company's network environment. Bomgar will be used to enable vendors to more efficiently perform systems management or customer support while the company granularly controls the vendor's connectivity, including what systems the vendors can access to what permissions they have once connected. Additionally, reports and session video recordings will make it possible to monitor and review every action taken by vendors.

The company's employees recognize how Bomgar makes it easy for them to get the help they need. "They are very aware of how we can connect to their terminal and assist them or show them something with Bomgar," said the Director of IT Customer Support. "It has gotten to the point where they use Bomgar as a verb, saying things like 'Hey, can you Bomgar into my machine?'"

Summing up the experience the company has with Bomgar, the Director of IT Customer Support said, "I see Bomgar as more than a remote support solution. It supports so many things, from security to training to our ability as an IT team to collaborate. It is an excellent solution and the perfect match for what our company is striving to do."

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 12,000 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.

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