

REDNER'S WAREHOUSE MARKETS

EFFICIENT, SECURE TECHNICAL SUPPORT FOR BUSY STORE ENVIRONMENTS



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NICHOLAS HIDALGO

DIRECTOR OF BUSINESS TECHNOLOGIES

Providing quality products since 1970, Redner's Warehouse Markets, Inc. is an employee-owned supermarket chain operating 44 warehouse markets and 19 quick shops throughout Pennsylvania, Maryland and Delaware. In addition to groceries, Redner's operates a pharmacy at some of its warehouse markets as well as gas stations at its quick shops.

Redner's six IT support technicians previously provided remote technical support using several tools, including Remote Desktop, PCAnywhere, DameWare and VNC. However, they often had difficulty establishing a connection and had to walk users through the cumbersome process of connecting to Wi-Fi to get an active Internet connection and then access the company's Virtual Private Network (VPN). Nicholas Hidalgo, director of business technologies for Redner's, knew it was time for a more robust remote support solution.

SIMPLIFYING THE PROCESS OF REMOTE SUPPORT

"I discovered Bomgar while attending a Dell KACE conference," said Hidalgo. "After viewing a demonstration, I was very impressed with the Bomgar Remote Support solution's many features and the ease with which it provides a connection to the user's device," said Hidalgo. "It makes it possible to connect to a device without multiple steps whether the device is connected to our VPN or not, making it much easier to provide help more quickly and with less frustration."

Implementing Bomgar meant Redner's technicians no longer faced a hurdle when establishing sessions to support the company's approximately 1,300 devices, including 700 point of sale (POS) registers, 400 back office machines handling tasks such as accounting and inventory management, and 200 corporate PCs and laptops. "In addition to simplifying connections, we've configured Bomgar so that it is trusted by our applications, eliminating the need to bypass a lot of safeguards that would normally lock an application down and prevent the execution of system-level tasks," said Hidalgo.

IMPROVING SECURITY AND EFFICIENCY

Security was also an important feature for Hidalgo. "As PCI payment security standards evolved, we realized we needed to enhance security with respect to connecting to our POS registers." To protect the security of the application data in transit, Bomgar uses 256-bit Advanced Encryption Standard (AES) SSL to encrypt all communications. Bomgar's appliance-based architecture, which is hosted within Redner's network and firewall, unifies support activity and collects all of the support session data, including a video recording, in a secure central repository. "We really like having the appliance and the video capture capability. The security controls that Bomgar provides was a real selling point for us."

In addition to improving security, Bomgar gives Hidalgo and his team instant visibility into remote systems to troubleshoot issues. "A typical call would be from an employee who has an error message on their POS or sign-printing application," said Hidalgo. "It's usually one of two common issues, and we can quickly take a look to see what it is and then use Bomgar's Canned Script feature to resolve the issue in a matter of seconds." Redner's IT support team uses Canned Scripts extensively. The team has written approximately 15 Scripts for routine diagnostic and troubleshooting tasks. Now, even if a technician is not that familiar with a particular system, such as the telephony solution, they can run a preprogrammed Script to solve common issues.



Redner's has also benefited from Bomgar's complete integration with the Dell KACE systems management solution. Bomgar enables seamless remote support and secure chat from the Dell KACE platform. Technicians can launch a remote support session directly from KACE and session details, such as chat transcripts and notes, are appended to the Dell KACE record when the remote support session ends.

Hidalgo likes the convenience of being able to access Bomgar's Representative Console from a mobile device as well. "I use the Mobile Representative Console extensively. If I need to reboot a server on the weekend, for example, I can do it no matter where I am. It is very convenient and helps me stay on top of everything happening at our stores," he said.

To make initiating remote support sessions even easier, Hidalgo plans to deploy the Bomgar Button in the future. The Bomgar Button will eliminate the need for employees to email the IT team when they have an issue. They can just click on the orange Button to instantly establish a remote support session and make obtaining support as quick and painless as possible while operating a busy store.

Hidalgo noted how integral Bomgar has become to the way his IT support team works. "We rely on Bomgar every day to effectively assist our users. It has cut our time-to-resolution by more than 50 percent. It has met all of my expectations and then some. I simply can't imagine a better remote support solution."

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 9,000 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.

