

AXIOM MEDICAL

Bomgar Improves Productivity and Security at a Growing Healthcare Company



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JORDAN WHEELER,
CHIEF OPERATIONS OFFICER

Axiom Medical, based in Houston, TX, has approximately 140 employees, including experts in the fields of workers' compensation, disability case management and OSHA-mandated medical programs. Axiom's mission is to provide outstanding, innovative, and effective work-related healthcare services to employees, positively impacting their lives and providing a meaningful return on investment to their employers.

Axiom guarantees that its clients will receive medical services from only the most qualified, top-level professionals. As a result, the company employs doctors, physician assistants, registered nurses, and a specially trained support staff to provide a full suite of medical management services, ranging from work-related injury case management to a multitude of customizable exam programs.

Prior to using Bomgar, Axiom's three help desk representatives and two IT infrastructure technicians were using VPN connections and Skype for Business to remotely connect to end user devices and servers. However, the help desk team experienced instances in which the VPN would drop due to problems with the end user's internet connection, leaving them without a means to connect remotely to a user's device. The basic remote desktop access products had a very limited set of features, restricting the scope of tasks the techs could perform remotely. Additionally, the IT department had concerns that the security of these remote support sessions was inadequate. As a result, the organization began looking for a better solution, with more advanced features and top-grade security.

"I first heard about Bomgar while interviewing an applicant for our IT manager position," said Jordan Wheeler, Chief Operations Officer at Axiom Medical. "He raved about his experience with it at the company he was with at that time, so I decided to do some research on the solution. I realized it was exactly what we were looking for to handle our remote support requirements. Along with Bomgar, we also gained a great employee. The interviewee is now our IT manager!"

Security Concerns Are Top of Mind in Healthcare

Given that Axiom is in the Healthcare Industry, security was a critical consideration when choosing Bomgar's virtual appliance as the company's deployment option. "Bomgar's session traffic is fully encrypted, which is a more secure approach than the VPN tunneling we were using before," said Wheeler. Axiom also uses Bomgar sessions to give outside vendors controlled access to their infrastructure systems, and is looking at other Bomgar solutions to institute approval-based access to its server resources in order to enhance security even more.

Axiom is providing remote support to end users at its two office locations as well as to numerous nurse case managers who work from home. The IT team supports the full life-cycle of end user IT needs, from imaging new computers to ongoing maintenance, support for employee computers, laptops, mobile devices, and maintaining company servers and other infrastructure components. Bomgar enables help desk representatives to directly view what the user is experiencing, so they can quickly understand and resolve issues.

Screen Sharing Was Just the Beginning

Axiom's nurse case managers also like the ability to use Bomgar for training purposes. "We used the presentation function once to show our nurse case managers something IT-related and, after that, they started utilizing it themselves to conduct case management training sessions when they can't get together physically," said Wheeler. "It's great that Bomgar can be leveraged for the business side of our organization as well as the IT side."

Additionally, the IT team is using the Bomgar Insight remote camera sharing functionality to troubleshoot hardware and peripherals. It enables the IT team to view physical objects such as the back of a computer or a cable connection on a server, streamed live from the end user's smartphone camera. Techs can use a video marker to draw or make other annotations on the screen to walk the end user through the steps to correct an issue.

Bomgar Maximizes the Value of the ITSM Investment

Axiom has integrated Bomgar with its Fresh Service IT Help Desk platform as well. "The integration allows our help desk representatives to initiate Bomgar sessions right from the ticketing solution, which improves their efficiency," said Wheeler. "Another time saver is the fact that the representatives can manage multiple sessions at one time with Bomgar. Having the ability to jump back and forth between machines really improves our flexibility. We have grown quickly as a company, and Bomgar's feature set has helped our IT team keep pace without adding additional staff."

Bomgar Benefits All Employees

The company's employees appreciate Bomgar as well. Bomgar agents are installed on all machines and when a remote session is initiated, users receive a chat box notification on their screen. "I think the notification ability reassures them that we are not on their screen when they aren't aware of it," said Wheeler. "And from the representative side, I think if I told them we were getting rid of Bomgar they would all quit. They love it."

Bomgar Cloud Deployment Reduces IT Burden

Wheeler also appreciates that Bomgar can be hosted in the cloud. "We talked about bringing a Bomgar appliance on-site, but decided that for us, it is a lot easier not to have to manage it as part of our infrastructure. The cloud solution is a great choice for us. But whether we're talking about the Bomgar Box or the solution in the cloud, I would recommend Bomgar to anyone considering it."

"I know we're only at the tip of the iceberg. There are so many more things that we can utilize Bomgar to accomplish. I'm excited to be a champion for the product."

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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