

INDIANA UNIVERSITY

SECURE REMOTE SUPPORT AND ROBUST CHAT CAPABILITIES SERVE A LEADING RESEARCH INSTITUTION



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BETH NORZINSKAY

PROJECT MANAGER FOR CLIENT SERVICES

Indiana University (IU) has eight campuses, including core campuses in Bloomington and Indianapolis and six regional campuses across the state. With a total student population of more than 114,000, IU is a major public research institution, grounded in the liberal arts and sciences and recognized as a world leader in professional, medical and technological education.

IU's mission is to provide broad access to undergraduate, graduate and continuing education for students throughout Indiana, the United States and the world, along with outstanding academic and cultural programs and student services.

AN EVOLVING NEED FOR REMOTE SUPPORT AND CHAT CAPABILITIES

In 2007, the IU Clinical Affairs schools (part of the IU School of Medicine) had four service technicians supporting approximately 600 desktops, as well as 800 faculty and staff. The technicians, after unsuccessful attempts to incorporate remote support into their workflow, typically needed to make a site visit when a device required attention.

"Our service technicians tried other tools, but these solutions were slow and they often dropped connections," said Lisa Schunk, Manager of Client Services for Clinical Affairs Information Technology Services (CAITS). Schunk sought a better remote support option, so technicians wouldn't have to travel to hospitals and other campus buildings. After reviewing several possible solutions, CAITS chose Bomgar because they liked its ease of use and reliable connections.

A few years earlier, IU's University Information Technology Services had developed an extensive chat support resource under the direction of Beth Norzinskay, project manager for Client Services. "We were happy for many years with the chat solution we used previously," said Norzinskay. "But when that company was purchased, we noticed support for the solution began to deteriorate. Building on the excellent experience with Bomgar in Clinical Affairs, we selected Bomgar because its chat capabilities seamlessly integrated with comprehensive remote support."

UITS has a branded 'ithelpive' website that is available to anyone affiliated with IU for launching chat-based tech support. "We have approximately 85 representatives who manage the chat sessions 24/7 and field a variety of questions," explains Momi Ford, Support Center Manager. "We answer a wide range of technical questions regarding hardware, software and university systems. Last year we fielded over 34,000 support requests from our chat service."

Because of the importance of chat support to the university community, maintaining an easy-to-use chat feature was a primary consideration when migrating to Bomgar at UITS. Ford appreciates how Bomgar enhances collaboration among her team. "It is very easy to transfer a chat session when a technician's shift ends or when a supervisor needs to take over. The ability to share sessions is also a vital feature when it comes to training new technicians."



PROVIDING REMOTE SUPPORT SECURELY AND EFFICIENTLY

Security considerations also played a central role in CAITS and UITS choosing Bomgar. Having a solution that supports HIPAA patient confidentiality requirements is essential. "The fact that the Bomgar solution is an appliance is a plus," said Norzinskay. UITS didn't want a solution that was peer-to-peer or that might allow spoofing or collection of data on a consultant's personal computer. "Bomgar's appliance works inside our firewall, and its fully encrypted sessions give us the protections we need." All major actions technicians take using Bomgar are permission-based: The end user has to grant permission for the remote support rep to view their screen, take control of the mouse or initiate a file transfer.

The Clinical Affairs team has experienced improved time-to-resolution with Bomgar. Representatives handle most issues using chat or the phone along with Bomgar's remote support solution, rather than going out into the field. Session connections are quickly established using the Jump Client feature, which allows for elevated administrative privileges when necessary. Moreover, with chat the technicians can typically field and work on multiple sessions at one time, further improving efficiencies. "Our technicians are no longer losing time running all around campus," said Schunk. "That has made it possible for us to handle more than 14,000 sessions a year in Clinical Affairs."

In addition to the Support Center and Clinical Affairs, UITS offers the centralized Bomgar service to technicians in other departments like the School of Nursing and Finance and Administration. The UITS team has also installed Jump Clients on machines at regional campuses to extend remote tech support to those locations as well.

Norzinskay sees more ways Bomgar's robust features can support UITS in the future. "We are looking into Bomgar's rep invite feature to give certain vendors secure and controlled access to systems. In addition, Bomgar's API allows us to integrate the solution with our ticketing system and gain access to metrics for our custom reporting."

"It's unusual to find a solution as versatile and reliable as Bomgar has been for UITS," Norzinskay said. "The solution's feature set and the support we get from Bomgar is first class. We are very pleased with our decision to use Bomgar."

ABOUT BOMGAR

Bomgar connects people and technology securely, providing leading remote support and privileged access management solutions that strengthen security while increasing productivity. Bomgar solutions help support and security professionals improve business performance by enabling secure, controlled access to nearly any device or system, anywhere in the world. More than 10,000 organizations across 65 countries use Bomgar to deliver superior support services and manage access to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris and Singapore. Visit Bomgar at www.bomgar.com.

