INTILITY

SECURE, FEATURE-RICH REMOTE SUPPORT FOR NEXT GENERATION IT SOLUTIONS

intility | The Enterprise Cloud Solution

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ROBIN JORGENSEN
SENIOR TECHNICIAN

Intility is a Norwegian-headquartered company that provides a cloud-based IT platform, which offers unlimited and scalable access to compute, storage, data, network and integrated app services, as well as 24/7 IT management services. The organization supports more than 15,000 users in approximately 500 companies that range from small and medium-sized businesses to international enterprises.

Established in 2000, Intility has more than 250 employees. Its solutions and services represent a next generation alternative to traditional operating models in which companies establish and manage dedicated IT platforms on their own or with external suppliers.

TROUBLE-FREE REMOTE SUPPORT A PRIORITY

Intility's 40 first tier support representatives were using a variety of tools, including TeamViewer and Radmin, to provide remote support to its users when an internal analysis of the effectiveness of the company's remote support capabilities led it to search for a more robust solution.

"Our review found that our remote support tools could not always establish reliable connections over the Internet or had latency as well as compatibility issues when it came to the Windows and OS X solutions we needed to support," said Eirik Grue, systems engineer for Intility. "Keeping our platform secure and trouble-free for our clients is our top priority and an essential part of our business model. We determined that we needed to upgrade our remote support capabilities to continue to deliver on that priority."

After an evaluation of potential popular remote support solutions, Intility's technical team found that only Bomgar delivered the security capabilities and range of features required to meet the company's goals. Intility chose to implement Bomgar's virtual appliance in its VMware environment.

ENHANCED SECURITY AND PRODUCTIVITY DELIVERED

As with any IT services provider, security was an important consideration in the decision. "We work closely with the IT departments in our client organizations so we know that the security of their data is a primary concern," said Robin Jorgensen, senior technician for Intility. "Bomgar resides safely inside our virtual network and its encryption technologies meets our very strict compliance standards, so we know we're securely supporting our user base."

Providing robust support for business productivity software and specialized applications was also an important goal that Bomgar has helped Intility's support team achieve. "Our clients run a wide variety of information worker software solutions. Additionally, some of our clients are public agencies with specialized applications. For example, one client is a public transportation organization that offers its customers access to travel guides and online ticketing. It is essential that we avoid downtime for these kinds of applications. Bomgar enables us to resolve any issues by providing effortless access to our clients' systems, no matter what operating system they're running," said Jorgensen.

BOMGAR™

Bomgar has greatly enhanced the productivity of Intility's technical support team. "Our technicians are no longer bogged down trying to establish connections with user devices. Bomgar makes that process seamless for the technician and the user, even if the user is behind a firewall that we don't control," added Jorgensen. Moreover, Bomgar's chat features have dramatically changed how Intility handles support requests, helping users initiate sessions and get assistance much more quickly. Chat also improves collaboration among Intility's team, enabling representatives to engage with each other as well as distribute sessions within the team to match incoming support requests with the best qualified resources in a timely and cost-effective manner."

Jump Clients are another Bomgar feature that enhance the efficiency of the technical team. "The Jump Client technology allows our representatives to continue supporting devices even when they are unattended, needing only a one-time user approval for the entire session," explained Jorgensen. "This allows us to do our work after hours when longer troubleshooting sessions are required, which helps us manage our workflow and eliminates the need to have the user available to establish a connection."

Intility has also integrated Bomgar with its CRM system, which allows the organization to track detailed information about its client's sessions and the tasks performed to solve issues. Bomgar's recording feature enables the management team to review sessions to validate security and to identify ways to solve recurrent issues and improve training.

SUSTAINING INTILITY'S MISSION TODAY AND IN THE FUTURE

Looking ahead, Jorgensen anticipates additional ways that Bomgar will enhance Intility's remote support capabilities. "Bomgar is extremely feature rich, and we know that as time goes on, we will be able to incorporate even more capabilities into our workflow. Right now, we are working on an even greater integration with our CRM system."

Overall, Jorgensen sees Bomgar as integral to Intility's greater mission. "We are striving every day to provide the highest quality support to our client base by making all of our processes as lean and automated as possible. Implementing Bomgar has been an important step in continuing to deliver on that goal. Organizations looking to provide this level of service to their customers should definitely take a close look at Bomgar."

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 10,000 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.