

MURPHY OIL USA, INC.

ROBUST REMOTE SUPPORT KEEPS CORE POINT OF SALE SYSTEMS (POS) IN COMPLIANCE



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BRYAN OGLE

MANAGER OF RETAIL INFRASTRUCTURE

Murphy Oil Corporation is an international oil and gas company that conducts business through various operating subsidiaries. Murphy USA Marketing Co. (Murphy Oil USA, Inc.) operates nearly 1,200 retail gasoline stations under the Murphy USA® brand across 23 states in the United States. These are high-volume, low-cost retail gasoline stations and convenience stores, primarily in the parking areas of Wal-Mart Supercenters.

Murphy Oil USA's national support center provides remote technical support for the computers and point of sale (POS) systems at each of its retail locations. Prior to Bomgar, the company used a number of different remote support tools that it found to be inefficient and cumbersome. The IT team wanted to standardize on a single remote support solution that could troubleshoot all of its retail systems. Additionally, once the Payment Card Industry Data Security Standard (PCI DSS) was formalized, a PCI compliant remote support solution became a requirement.

CONSOLIDATING ON A SINGLE REMOTE SUPPORT SOLUTION WITH ROBUST CAPABILITIES

"There are three core systems at our retail locations that we support remotely," said Bryan Ogle, manager of retail infrastructure for Murphy Oil USA. "These are the point of sale (POS) computers that also control the fuel outside at the pumps, back-office computers for accounting and paperwork, and security machines that control the store video cameras. We used to use a number of different remote support tools, depending on which type of system we were working on. When the need for credit card PCI compliance arose several years ago, we began looking for a way to consolidate on a single remote support tool that could connect to all of our systems while keeping us in compliance. That led us to Bomgar."

Consolidating on Bomgar has enabled centralized management and control over the remote support operation. Previously, when accessing retail systems, support representatives had to use multiple tools, each with their own passwords and methodology—and each support representative needed to keep a list of IP addresses for all of the store computers. "There was a huge learning curve for the support representatives," said Ogle.

With Bomgar, all the representatives need to do is to log into Bomgar's Representative Console and choose the appropriate IP address from a displayed list. Ogle can also control which computer systems a representative can access. "For example, we are able to restrict our loss prevention personnel so that they can only view the security camera systems. We also limit who has access to the POS machines," Ogle said. "That gives us an added level of control and security."

Additionally, Ogle and his team have the ability to review each remote support session, which is recorded and logged within Bomgar, to audit any action that took place for security and PCI compliance purposes. "If we have a question about what was done to any POS device in the field, we can watch the Bomgar session videos at that store and see exactly what happened with respect to that device." Granular reports of remote support activity can also be generated.



GAINING NEW EFFICIENCIES AND REDUCING TIME-TO-RESOLUTION

Bomgar's robust features have enabled Murphy Oil USA's support team to troubleshoot and resolve issues more effectively, minimizing business interruption at local stores. "Our stores typically have one POS device that controls the fuel pumps, as well as sale transactions for the convenience items inside the store. Our priority is to ensure the POS device is working so that we are not losing sales. One of the features that we find most valuable about Bomgar is that we can do a lot of diagnostics behind the scenes using Bomgar's Command Shell without having to interrupt the use of the POS device by the local cashier," said Ogle. Canned Scripts are another feature that has dramatically reduced resolution time for the support team. "The Scripts allow us to execute numerous routine commands with a touch of a button, which helps us ensure that the commands are executed accurately by our representatives and allows them to be performed much more quickly than if keyed-in manually. And Bomgar organizes all of our Scripts in a convenient, single repository."

Murphy Oil USA's national support center operates 24 hours a day, seven days a week. The approximately 75 support representatives field 6,000 to 9,000 calls per week, helping the company's busy stores operate smoothly. In addition to supporting the computer systems, the national support center handles any issue the local store may have, including electrical, plumbing, and other maintenance problems.

Mornings are a particularly active time for supporting computer systems, as each location completes and transmits accounting paperwork for the previous day. "Sometimes the sales information from the day before is not pulling over from the POS device to the back-end accounting system. Some locations may have trouble printing or can't get their accounting to balance. With Bomgar, we can see the same screen that the store manager or clerk is looking at, so they don't have to try to describe what they are seeing," Ogle explained. Murphy Oil USA's representatives help with a wide range of issues. They can help the local user fill out electronic forms or use Bomgar's file transfer feature to get in and reinstall a driver, etc. In addition, the representatives are able to collaborate with each other, if necessary, using Bomgar's Chat feature to resolve issues quickly and keep the store open for business.

With its store footprint growing, Murphy Oil USA recently upgraded its two Bomgar B300 appliances to a B400. It is now using the B300s to provide remote support to corporate users. "Because of the excellent experience we've had using Bomgar for our stores, and the value of being able to track and audit what's happening at every end point, we wanted to extend those capabilities so that we can monitor and troubleshoot issues that may arise on a server in our corporate data center," said Ogle. "The robust remote support capabilities we have with Bomgar are now benefiting even more of the organization."

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 6,500 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.

