

NORTHUMBRIAN WATER GROUP

ROBUST AND SECURE REMOTE SUPPORT FOR A LEADING U.K. PUBLIC UTILITY



"Based on those recommendations from Bomgar's users—and after experiencing its ease of use during a due diligence trial—it became clear that Bomgar was the remote support solution for us. In fact, the Bomgar Remote Support appliance we used for our trial never left our building."

ALAN SHERWEN

HEAD OF IT SERVICES & OPERATIONS

Northumbrian Water Group provides water and sewerage services to 2.7 million people in the north east of England. The utility serves the major population centers of Tyneside, Wearside and Teesside as well as large rural areas in Northumberland and County Durham. Additionally, the company supplies water services to approximately 1.8 million people in the Essex and Suffolk areas of south east England.

With a constant focus on its core competencies of water and waste water management, Northumbrian Water Group aims to deliver value to all stakeholders by being a leading performer in the industry. Northumbrian Water Group is firmly rooted within the communities it serves. Its commitment to those communities is demonstrated by the organization's leadership in initiatives such as Water for Health, affordable housing and in its approach to corporate responsibility.

FINDING A REMOTE SUPPORT SOLUTION TO MEET MULTIPLE NEEDS

When Alan Sherwen, head of IS service and operations, joined Northumbrian Water Group, he quickly realized the need to replace the service management tool in place. "With the incumbent solution, we were unable to adequately track the performance of our support team and how well we complied with service level agreements," said Sherwen. "The end user experience was inadequate as well."

Changes in the company's IT infrastructure drove the need for better remote support. Northumbrian Water Group is in the process of transitioning from terminal devices they supported remotely through thin client shadowing sessions to Window's-based PCs and tablets. Finding a new solution that would enable IT to provide effective remote support for all of its users is critical to the success of that deployment.

Sherwen and members of his team attended a service desk tradeshow in the U.K. where they first heard about Bomgar Remote Support. "We were using Sunrise IT Service Management software and several people at the conference told us how well Bomgar integrates with that solution and enables robust remote support from within the Sunrise platform," said Sherwen. "Based on those recommendations from Bomgar's users—and after experiencing its ease of use during a due diligence trial—it became clear that Bomgar was the remote support solution for us. In fact, the Bomgar Remote Support appliance we used for our trial never left our building."

Security was another critical reason Northumbrian Water Group chose Bomgar. As a public utility, the company is subject to the strict requirements of the U.K.'s Centre for the Protection of National Infrastructure (CPNI). Every software solution must be analyzed by an internal security team and data protection specialists before it is deployed to ensure it will not introduce vulnerabilities to the network infrastructure. With Bomgar's appliance architecture, which is hosted within Northumbrian Water Group's network and firewalls, and its 256-bit Advanced Encryption Standard (AES) SSL encryption of all session data, Bomgar easily met the requirements for approval. Other cloud-based solutions did not meet these security standards.

Bomgar's session recording capability was an additional important feature for Sherwen and his team of 55 technicians. "The recording capability is one of many examples of how Bomgar is designed with usability in mind," said Sherwen. "It enables us to track our support team's performance as well as create videos for our knowledge base library, which serves as a powerful resource for our team."



IMPROVING THE EXPERIENCE FOR END USERS AND SUPPORT PERSONNE

Since implementing Bomgar Remote Support, the end-user experience has improved as well. Northumbrian Water Group's service desk team fields support calls from office-based users and operations personnel using laptops or tablets in the field. The eight member service desk team provides a URL for the user to initiate a Bomgar remote support session. In the case of terminals using a Citrix interface, users can simply click on an icon on their screen to start a session. This provides a more streamlined approach than the thin client shadowing previously used. Additionally, it's not a complicated or time-consuming process for the users, which helps the company ensure a quality user experience.

Bomgar has improved first-time resolution rates as well as time-to-resolution. "Before, if a user working in the field couldn't connect to our work management system with their device, we would have to ask them to describe what they were seeing on their screen to diagnose the problem. Now, we can gain complete visibility and control of that device, which makes troubleshooting a much quicker and easier process. It has also reduced the number of instances we need to go on location to fix an issue," explained Sherwen.

The service desk team appreciates Bomgar's robust features, including the ability to collaborate through Chat, easily transfer files and access the command line on machines for system diagnosis and troubleshooting in the background while the end user continues to use their device. Other teams within the company are now also using Bomgar.

"We have on-call teams of engineers for a variety of issues that can arise. We did not factor them into our business case for using Bomgar, but today they use Bomgar's Jump Client feature to make connections to systems instead of Citrix shadowing because it is so much easier. Our Citrix environment is offline at times, which interrupted their ability to provide support. That is no longer a concern."

Looking forward, Sherwen sees Bomgar benefiting the organization in additional ways. "We anticipate greater use of mobile devices in the future. I know that Bomgar is on the leading edge when it comes to mobile, so when we are ready we can extend our remote support to those devices. Bomgar is simply a great solution that continues to help us expand our capabilities at Northumbrian Water Group. We are very happy with our decision to use 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 8,500 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.

