STRIBLING EQUIPMENT

RELIABLE, FEATURE RICH REMOTE SUPPORT TO SERVE A WIDE RANGE OF USERS

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JOHN DAVID BATES
IT TECH SUPPORT

Stribling Equipment, LLC, is the leading provider of construction and forestry-related products and services in Mississippi, Arkansas and West Tennessee. A family-owned business, Stribling offers a full line of industry leading products, the services of highly trained professionals, outstanding parts availability and unmatched service capability.

In addition to selling equipment from trusted brands—including John Deere, Sakai, Hitachi, Gomaco and Leica—Stribling offers in-house and field maintenance to protect the equipment investments of its customers and help them maximize productivity while minimizing daily operating costs.

Stribling's tech support team was having difficulty establishing connections with devices used by employees at its 20 stores, as well as its sales team and technicians in the field. As a result, they began looking for a more robust remote support solution.

RELIABILITY AND EASE OF USE

"At the time, we were using Microsoft's Remote Desktop Connection or VNC remote access software to connect to laptops in our stores or out in the field," said John David Bates, IT tech support for Stribling. "We were having a great amount of trouble establishing reliable connections with those devices, especially when a technician or salesperson was off of our network."

After researching various remote support solutions, Stribling's IT department chose Bomgar Remote Support. "One of the things we really liked about Bomgar is that it allows you to establish a connection with a device in a number of different ways," said Bates. "To make it extremely easy to use, we have either a Bomgar Jump Client or the Bomgar Button installed on each of our machines to initiate a remote support session. Alternatively, when a session cannot be initiated directly from a user's machine, the user can go to our IT portal and download a temporary client that enables us to take control and help them out right away. The various connection options have reduced our average time to connect by more than 50 percent."

ROBUST FEATURES ENHANCE TROUBLESHOOTING

Bates and the rest of the four person IT support team handle a wide range of user issues, from updating print drivers to troubleshooting issues with the software applications that support the equipment the company sells. In addition to quickly establishing reliable connections, Bomgar's Screen Sharing feature makes it easier for the IT team to support users. "For example, a member of our field-based service team might need to download software from John Deere to reprogram an engine. If they run into some difficulty, such as a compatibility issue with the version of Internet Explorer they're running, we can remote in with Bomgar, see what's happening on their screen, and help them right away," said Bates.

Stribling's IT support team also gains a return on its investment using the Bomgar's File Transfer technology, which allows a technician to drag and drop a file, such as a print driver or a zip file, from the Bomgar Console without having to access a server to download it. The ease with which the team can transfer files has dramatically shortened the amount of time it takes to resolve user issues.

GAINING GREATER INSIGHT INTO THE ISSUE

During a support session, Stribling's users who have an iOS or Android phone with a camera can stream live video to the IT support team using the Bomgar InSight feature. Sharing remote, live camera footage while an issue is taking place allows the representative to see beyond the screen and better assist the user with their problem. While viewing the live video, the representative can freeze the frame and make annotations to help walk the user through any necessary action.

"We used InSight recently when we were trying to trace which ports a couple of cables were plugged into on a server at one of our stores," said Bates. "Trying to explain what you are looking for in a situation like that to a non-technical user is very difficult. Using InSight, the store employee just pointed a mobile phone camera at the back of the panel and we were able to find the cables and draw a circle around them to show the employee which ones needed to be swapped out. It's really amazing."

Looking forward, Bates anticipates using Bomgar's Screen Sharing and Session Recording capabilities to help with company training. "As John Deere and the other manufacturers we work with push out new software, we plan to use Bomgar to make presentations for our employees to watch to familiarize them with the changes. Bomgar will help us keep our sales and technical teams up-to-date and in sync."

"We have a very wide variety of users we support ranging in age from 18 to in their 70's," Bates said, summing up the experience with Bomgar. "Some of them love computers, some of them do not. As a result, they all have different needs. Bomgar makes it easy for us support a variety of skill levels and give them the help they need. Bomgar supports our IT team too by giving us the satisfaction that we are doing our job well."

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 10,000 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