

THE JOHNS HOPKINS UNIVERSITY APPLIED PHYSICS LAB

BUSINESS PROBLEMS

- Required a remote support solution that would meet the organization's rigorous security standards
- Needed a support solution to provide reliable and consistent connectivity for every remote support session across diverse platforms
- Required a remote support solution that would reduce operational costs while improving customer satisfaction

SCOPE

- 50 support technicians servicing 6,000 on-site and remote employees

RESULTS

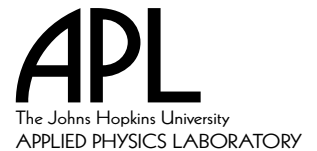
- Realized \$100,000 annual cost savings
- Increased ticket closure 16%
- Improved connection success 21%
- Decreased time-to-connect 46%
- Decreased resolution times 37%
- Reduced SLA violations 8%
- Enhanced security standards

CUSTOMER PROFILE

The Johns Hopkins University Applied Physics Laboratory (APL), a not-for-profit center for engineering, research, and development, which solves complex research, engineering, and analytical problems that present critical challenges to the United States. Located north of Washington, D.C., APL is a division of one of the world's premier research universities, The Johns Hopkins University (JHU). The Laboratory was organized to develop a critical World War II technology in 1942. Sponsors include most of the United States' pivotal government agencies. The Lab's expertise includes highly qualified and technically diverse teams with hands-on operational knowledge of the military and security environments.

ROOM FOR IMPROVEMENT

After careful evaluation of its support services, the Information Technology Support Department, or ITSD, learned that their IT remote support solutions were substandard in terms of security and reliability. As a federally funded research site, the Lab often works with sensitive and classified information from various government agencies, including the Department of Defense and NASA. Therefore, security is critical and ITSD discovered some security concerns related to their existing remote support solution.



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**Chris Miller,
Sr. Help Desk Analyst**

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Reliability is also critical to successful support. Previously, the ITSD desktop services staff successfully connected to users' systems only 75% of the time. These session-connect failures frustrated users, leading to unnecessary onsite visits; and annual downstream costs at the current failure rate cost of \$100,000 a year - the equivalent of two full-time employees.

"The session failures were a real problem," says Chris Miller, Sr. Help Desk Analyst. "It cost us a lot of time, a lot of manpower and it was frustrating for our staff and our users."

As a result, ITSD launched an effort to improve overall IT services in terms of security, reliability and cost

WHY BOMGAR

The ITSD team performed analysis on several remote support solutions, testing them for reliability, security and functionality. As a result of the security standards, no third party or SaaS applications could be involved with the remote support solution.

Bomgar met their rigorous security standards because it retains all support session data onsite, requires session permission from the user and enables the Lab to maintain a complete audit trail through session recording. In addition, Bomgar provided the ITSD team a remote support solution for the various platforms required.

- Bomgar prevented tickets passing to the onsite repair team while other solutions failed
- Bomgar connected 20 to 30% faster compared to competitors
- Bomgar successfully connected 99% of the time while the other solutions connected only 73% and 76%

The rigorous analysis revealed that "Bomgar was the only solution that met all the criteria," Miller says.

SAVING TIME AND MONEY WHILE IMPROVING RESULTS

Since implementing Bomgar, ITSD has "seen a dramatic improvement." Because of Bomgar's reliability, support tech productivity has improved while the overall cost of support has decreased.

"Bomgar has definitely helped us take care of support calls," Miller says. "It's allowed us to improve connectivity as well as manage many more calls than we could in the past. Before Bomgar, we simply couldn't keep up with the flood of support requests coming in because it would take us about 20 minutes just to launch a session for what would be a 30-second fix."

Today, with Bomgar, support techs can request the end-user's permission to connect, and "within a minute, boom, you're connected, and you're helping the customer," said Chris Miller, Sr. Help Desk Analyst. "Then, you move on and you're already on your second or your third ticket - compared to same time period in the past, when you'd be stuck still trying to connect with the first one."

BY THE NUMBERS:

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