

Case Study: Healthcare POS Vendor Writes Prescription for Secure Support with Appliance-Based Remote Support Solution



Emporos Systems' point of sale solutions are used to verify patient and prescription data. With this critical information on the line, security and efficiency is the lifeblood of Emporos' support organization. The Challenge

After deploying a remote support solution that lacked both advanced security and customer service, Emporos sought a new solution to support its 1,000+ customer sites. The new goal? To empower its support team to achieve higher first-call resolution rates and client satisfaction while handling more volume...in the most secure, compliant environment possible.

The Challenge

The challenge for Emporos Systems' support team was two-fold. First, they needed a remote support system that could provide the highest level of security. As a technology vendor to pharmacies and other healthcare sites, Emporos' support infrastructure has to be fully compliant with patient privacy regulations like HIPAA and credit card data regulations (e.g. PCI DSS).

Their previous remote support solution and many of the solutions they evaluated only offered static password capabilities. This wasn't acceptable as a majority of Emporos' support is delivered while client business transactions are happening. To meet security standards, Emporos needed a solution that could support its RSA security technology, which updated passwords every minute.

Secondly, the Emporos Systems support team required a solution that would provide access to support systems from home or work, as well as the ability to manage multiple support sessions.

"Everything about the Bomgar Box is easy. Our support reps love it, and as an IT guy I don't have to worry about security and downtime within our support environment."

David Poplin | IT Administrator | Emporos Systems

With a team supporting multiple time zones and receiving dozens of support calls a day, this level of flexibility was required to keep support costs low and service levels high.

The Solution

After evaluating a mix of remote support vendors, Emporos Systems selected Bomgar as their partner of choice. Emporos decided to implement two Bomgar Boxes – one in its primary data center and one in its disaster recovery center – to ensure maximum security and support delivery efficiency.

Bomgar supports RSA security, which has been instrumental in helping Emporos Systems maintain compliance with healthcare and retail industry regulations. In addition, because representatives can access multiple client sites simultaneously, Emporos' support team is as effective and responsive as a much larger team.

Implementation and deployment of the Bomgar Box within Emporos Systems' data center was equally as impressive. The intuitive user interface and session recording made training a snap, and the appliances required minimal customization to function. Because of Bomgar's Jump Technology, implementation is a one-time event for end-users and the company's support team is able to support any client on any network without delay.

Emporos Systems - At a Glance		
<p>Web: www.emporossystems.com</p> <p>Industry/Solution: Healthcare POS/ software vendor specializing in pharmacy tracking systems</p>	<p>Key Benefits:</p> <ul style="list-style-type: none"> Bomgar supports RSA security, which is instrumental in helping Emporos Systems maintain compliance with healthcare and retail industry regulations. 	<ul style="list-style-type: none"> Bomgar's Jump Technology helps Emporos reps support any client on any network without delay.

"It's not just retail tech support. In our case, we're supporting a critical step of the healthcare process – a point where sensitive data is transacted, records are verified and the final step of healthcare is delivered. Downtime is not an option and security is paramount."

Russell Brown | Director of Business Development | Emporos Systems

The Results

Emporos Systems' support team is now able to provide the highest level of client support in a secure environment whether they are located in the office or at home. Better yet, they're able to handle multiple support issues simultaneously, which has improved client satisfaction while keeping support costs minimal.

Emporos Systems' decision to implement two appliances has resulted in 99 percent uptime. With automatic failover capabilities, the Emporos support team can handle major IT events, natural disasters and power outages efficiently. With the help of Bomgar, Emporos Systems has made security a no-brainer and client support efficiency a reality.

About Emporos Systems

Emporos Systems Corporation, based in a Charlotte, North Carolina, is one of the leading providers of pharmacy point of sale solutions. Emporos Systems serves independent pharmacies, hospitals, clinics, and regional chains. Its MerchantSoft® system addresses the unique needs of pharmacies, enabling pharmacists to quickly verify prescriptions and current customer medications.

About Bomgar

Bomgar is a provider of solutions for enterprise remote support. Our appliance-based model is designed to make support more responsive, efficient and secure. Since 2003, over 5,000 customers in all 50 states and 52 countries have chosen Bomgar as their enterprise remote support platform. Based in Ridgeland, Miss., the company is one of the fastest growing software companies in America ranked by the 2009 Inc. 500.