

Texas State University Case Study

State university decreases call escalation by 80% using appliance-based remote desktop support solution

The Challenge

Supporting 3,439 employees and 28,121 students spread over a 100-mile radius as of Fall 2007, Texas State University's IT team deals with support issues ranging from Microsoft Word issues to viruses and spyware. Supporting Texas State students is especially crucial when students come back from vacation without updated security measures in place on their computers, endangering university networks. Up until the end of 2005, helpdesk technicians had to walk end-users through troubleshooting processes over the phone due the size of the campus and dispersion of faculty, staff, and students. This was incredibly time-intensive, even when the required fix was simple. When problems could not be fixed over the phone, techs had to travel on-site, taking several hours out of the work day.

The Solution

In January of 2006, after conducting a thorough evaluation of various remote support solutions, Texas State purchased the Bomgar Box™ remote desktop support appliance. Bomgar™ enables Texas State support reps to receive control of their clients' systems over the internet through any firewall. Though some end-users on the Texas State network are locked down, the Run as Admin feature enables support reps to obtain temporary administrative privileges on the locked-down machine to perform necessary operations. In addition, Mac support was added to Bomgar™ several months after Texas State purchased, allowing the IT team to support the large sector of their endusers on Mac OS X.

Texas State's IT team uses Bomgar™ to connect to the systems of returning students to ensure that proper security measures are in place. Before a system is allowed to join one of the university networks, peer-to-peer applications can be blocked and virus scan and patch levels can be enforced. By taking these measures before a system has connected to a campus network, potential spyware outbreaks are prevented.

The Results

Because of the simple installation process, Texas State was able to set up the Bomgar Box™ and begin performing sessions from the first day of deployment. With 15 support reps taking advantage of the solution, the Texas State IT team performs over 400 remote control sessions per month. Because problems can be fixed over the internet, call escalation has decreased by 80%, and on-site visits have decreased by 80-90%. On incidents in which a Bomgar™ session is used, call times have been reduced by 50-75%, and first-call resolution has increased by 40-50%. By supporting their endusers remotely, Texas State's IT personnel are more efficient than ever.



Summary

- Over 31,000 end users supported
- Over 400 remote control sessions per month
- Decreased on-site visits by 80-90%
- Reduced call times by 50-75%
- Decreased call escalation by 80%
- Increased first-call resolution by 40-50%

About Texas State University

Texas State University San Marcos is a doctoral granting university located in the burgeoning Austin-San Antonio corridor. With 3,439 employees and 28,121 students as of Fall 2007, it is the largest campus in the Texas State University System and is one of the 75 largest universities in the United States.

About Bomgar Corporation

Based in Ridgeland, Miss., Bomgar Corporation specializes in appliance-based solutions for remote desktop support. Bomgar allows companies to connect to remote clients and co-workers via the Internet anywhere in the world, in less than 10 seconds. The company is the only provider in the industry offering an appliance-based solution, providing companies with an unparalleled level of security and the ability to scale efficiently. Backed by venture capital, Bomgar has grown steadily since its inception in 2003, securing more than 4,000 customers in all 50 states in the US and over 45 countries, in addition to resellers in Canada, South Africa and the U.K.