

Simplifying the Campus Help Desk

The Challenges of Supporting Your Campus

Supporting faculty, staff, and students in a campus setting is no small task. The challenges of supporting end-users in a geographically dispersed and technologically irregular environment may have you feeling like this:



“Our campus is the size of a small city – and parking is very limited. We were spending way too much time traveling back and forth across campus. We would be parked on one side of campus and get a support call from the other side. [. . .] It was just not an efficient use of our time.”



“To drive two to three hours plus to just to fix a problem that may only take us five or 10 minutes was out of the question.”



“We would travel to one of these 10 schools and sit at one computer in one classroom. There may be 30 machines in the school that need help, but you can’t go to the others until you’re finished with that one, so you’re running around like mad.”

How can you support faculty, staff and students with obstacles such as these in your way?

- Decentralized geography of the campus
- Irregular firewalls and access barriers
- Multiple operating systems and hardware configurations
- IT budget limitations

The Solution Is Support Virtualization

Over 450 universities, colleges, schools, and school districts have surpassed these obstacles by virtualizing their support staff with Bomgar. Current customers include:

- The John Hopkins University
- Harvard University
- University of Tennessee
- Northeastern University
- University of Florida
- UCLA
- California State University
- University of Calgary
- Yale University
- University of Texas

You may not have the option of staffing IT specialists at all the campus locations you need to support. However, with Bomgar your support staff can be virtually present on end-users’ systems. A virtual support staff can support faculty, staff and students over the internet or network, instead of driving on-site or making desk-side visits. When you make support virtual, geography doesn’t matter. Your team can help end-users wherever they are.

Support virtualization also centralizes IT administration. Your support staff may be located at different locations, but within Bomgar they can function as a unified team. Bomgar allows you to deploy your IT specialists in the most effective manner possible . . . without making them leave their desks!

Not only does support virtualization help you increase responsiveness and overcome the IT challenges of the campus setting, it also helps make the best use of your budget. Because they will not need to support end-users over the phone or in person, the call-handling capacity of your current staff will increase when they work virtually. And when you virtualize support with the Bomgar Box, you eliminate monthly fees. Our appliance model has the lowest total cost of ownership in the industry.

The Results?

Support virtualization revolutionizes the way you support faculty, staff and students. Here are some results Bomgar's customers have seen:

- Desk-side visits decreased by 80 to 90% - *Case Study: Texas State University*
- Supports 1,200+ systems dispersed over 44,000 sq. miles - *Webcast: Ohio State University*
- Increasing call-handling capacity by 150% - *Case Study: Minidoka County School District*
- Experienced ROI in less than 6 months - *Case Study: Massachusetts Institute of Technology*
- Offering remote support to Mac PCs with Bomgar - *Case Study: Houghton Mifflin Harcourt*



"Bomgar enables my limited staff to answer more support issues than before while cutting down on windshield time. Now my employees spend more time actively supporting clients and less time watching blue bars move across a screen."



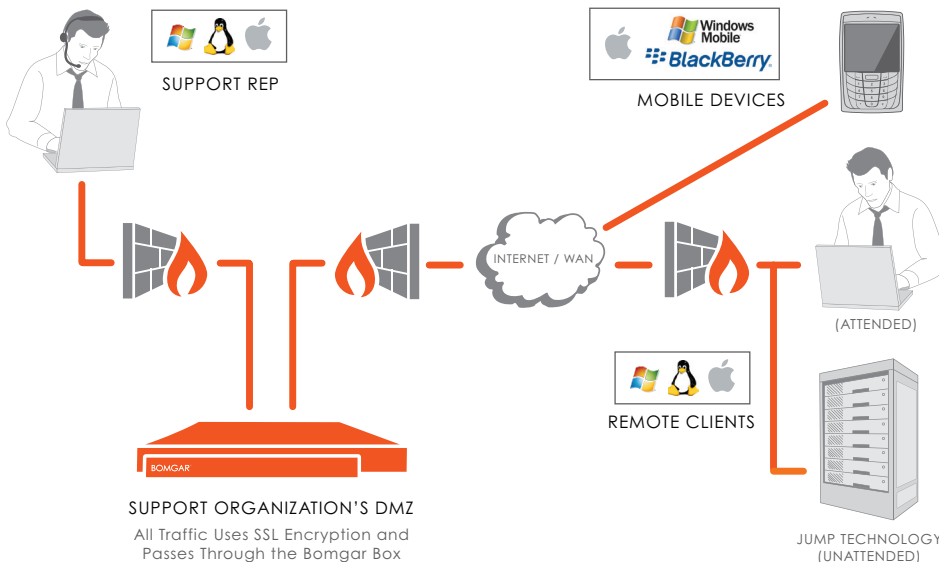
With 15 support reps taking advantage of the solution, the Texas State IT team performs over 400 remote control sessions per month.



"What could take days with other support resources typically takes us less than 12 minutes with Bomgar"

How Bomgar Works

Bomgar works transparently through corporate firewalls, giving support reps virtual access to remote Windows, Linux, and Mac computers, whether they are attended or unattended. It enables support reps to take virtual trips to customer sites and work as if they were physically present.



Bomgar logs and records every session, ensuring that virtual support is more accountable and secure than on-site dispatches. And most Bomgar sessions are clientless, lasting only for the duration of the support call and leaving no footprint on the remote computer.