

## Case Study: UK Financial Services Firm Decreases On-Site Support Visits 80% with Appliance-Based Remote Support Solution

# ArmstrongWatson™

### The Challenge

Armstrong Watson's IT team, working from two locations in Carlisle, UK, is responsible for providing software, application and desktop support both to its employees and to the customers of a subsidiary computer company. With employees dispersed over 15 sites up to 200 miles from Carlisle and customers spread across the UK, frequent on-site support visits were too costly. Complicating matters further, some customers and employees are out of the country when they need support. This puts even more stress on Armstrong Watson's support responsibilities.

To enable its support team to reach its clients remotely, Armstrong Watson used Symantec's pcAnywhere™<sup>1</sup> for a period of time. However, this solution proved to be difficult to implement and use.

"With pcAnywhere™, we had to install the software on each machine," says Allan Jardine, Armstrong Watson's technical manager. "It was a difficult product to deploy. It wouldn't work for our external customers because they would have to put a hole in the firewall, or they would be on a different modem. It was always a difficult situation."

In addition, the per-client licensing model made it an inefficient use of funds for the company. "With over 300 internal users, we couldn't afford to have a license for every user if they were only going to use it every once in a while."

*"The main benefit [of Bomgar] is that we can respond quickly to customer problems."*

Allan Jardine | Technical Manager | Armstrong Watson

*"Bomgar allows us to support more users without an increase in support staff. Our support staff are more productive and can take more calls."*

Allan Jardine | Technical Manager | Armstrong Watson

### The Solution

In September of 2004, after searching the web, reading product reviews and trialing a WAN-based remote control solution, Armstrong Watson purchased Bomgar.

Bomgar's concurrent licensing model enabled Armstrong Watson to provide remote support to all of their end-users without having to purchase licenses for each of them. No client pre-installation is necessary, making the connection process much simpler for Armstrong Watson's clients and employees.

"We were looking for something so we could easily support all of these people," said Jardine. "Bomgar fit the bill."

### The Results

Now, with 16 support reps using Bomgar from both inside and outside the company network, Armstrong Watson can support all of its employees and customers remotely.

"Bomgar allows us to support more users without an increase in support staff," Jardine says. "Our support staff is more productive and can take more calls."

Performing over 500 remote support sessions per month, Armstrong Watson has decreased on-site visits by about 80%.

### Armstrong Watson - At a Glance

**Web:** [www.armstrongwatson.co.uk](http://www.armstrongwatson.co.uk)  
**Industry/Solution:** Financial services/  
accounting firm servicing both  
businesses and consumers in the UK

**Support Reps:** 16 reps in two locations  
supporting over 380 employees in 15  
locations and over 600 clients  
**Support Sessions Per Month:** Over 500  
remote control sessions per month

#### Key Metrics:

- Decreased on-site visits 80%
- Increased first-call resolution from 30 to 60%
- Reduced call handling times by 60%
- Average call times down 60%

*"The main benefit is that we can respond quickly to customer problems. It enables us to provide a much more joined-up service for our customers. It looks really professional and saves a lot of time on the road."*

Allan Jardine | Technical Manager | Armstrong Watson

---

## The Results (Continued)

Because Bomgar works over any Internet connection, even customers and employees who are traveling in other countries can be supported.

Using Bomgar, Armstrong Watson's support team has increased first-call resolution from 30% to 60%. Average call times have decreased by 60%. This enables support reps to handle more calls and decrease frustration for both reps and customers alike.

"The main benefit is that we can respond quickly to customer problems," Jardine says. "It enables us to provide a much more joined-up service for our customers. It looks really professional and saves a lot of time on the road."

## About Armstrong Watson

Armstrong Watson is an independent firm of accountants and strategic business and financial advisers. Headquartered in Carlisle and operating in the north of England and southern Scotland, Armstrong Watson employs over 380 team members and serves approximately 12,000 clients nationwide. Proud to offer its employees the chance to work with interesting clients in some of the most picturesque areas of the country, it has grown its team over the past 10 years so that it is now one of the top 30 accountancy firms in the UK. Key services offered include audit, business support, corporate finance, corporate recovery and turnaround, financial planning, IT services, payroll, tax, and VAT.

## 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.

---

<sup>1</sup> pcAnywhere™ is a trademark of Symantec Corporation