

Marine Entertainment Systems Case Study

Bomgar Provides A Worldwide Remote Support Solution for a Tech Support Provider



The Company

Marine Entertainment Systems works in the niche of providing IT services to Superyachts. In addition to offering email, MS Office, and a number of other application services, 12 highly skilled engineers support the personnel onboard a vessel, many of whom are not IT specialists. Marine Entertainment Systems has earned a proud reputation and expanded their customer base by providing exceptional service to their clients who, in turn, provide referrals and recommendations for Marine Entertainment Systems to others.

The Objective

When a guest aboard a Superyacht in the Mediterranean cannot access his or her email to conduct an important business meeting, he or she is often less than enthusiastic to wait while the a crew member is walked through the diagnostic process over the phone. Additionally challenging, accessing a consistent type of Internet connection is almost never a possibility aboard a yacht. "Our customers are very rarely on a permanent connection, and we need to use whatever access we can get to them – GPRS, dial-up, wireless, or whatever," said Chris Miller, Director of Services at Marine Entertainment Systems.

Marine Entertainment Systems recognized the benefits of remote support instead of traditional phone support. For both the MESL employee and the customer, using remote support was a much more productive experience. The technicians knew they needed a solution that would work – no matter what firewall or connectivity the customer was employing. Other solutions that MESL evaluated would not always work when the customer was behind a firewall. The search to find a product that would allow customers to remain behind a router began.

The Solution

Marine Entertainment Systems began their evaluation for a possible remote support solution with NetViewer, pcAnywhere, and Radmin. The search ended, however, when the company found Bomgar™. The Bomgar Box™ was the preferred choice, given that it was the only solution with the ability to connect through firewalls and on any level of Internet connectivity, anywhere in the world.

Features

- Firewall transparency
- Reboot/auto-reconnect
- 256-bit AES SSL encryption
- Logging & reporting
- Simultaneous multi-system control

Benefits

- Respond immediately
- Reduce on-site visits
- Eliminate phone-only support
- Support from anywhere
- Lower total cost of ownership
- No monthly fees
- Concurrent licensing

The Benefits

With Bomgar, Marine Entertainment Systems no longer has to deal with previous frustrations encountered with phone support and varying Internet connections. Bomgar eliminates the difficulties with blindly talking someone through the solution to a problem or trying to find a connection through a slower Internet connection. In the past, Marine Entertainment was limited in the possibility of making a direct connection to the client's PC, but "the fact that Bomgar will work over most types of Internet access has been instrumental in servicing our clients," said Chris Miller. "Our employees now have peace of mind knowing that they are always able to achieve a usable remote support session, regardless of where the customer happens to be – even with most rudimentary Internet services."

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Chris Miller | Director of
Services, Marine
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About Bomgar Corporation

Based in Ridgeland, Miss., Bomgar Corporation specializes in appliance-based solutions for remote control 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 5,000 customers in all 50 states in the US and over 45 countries, in addition to resellers in Canada, South Africa and the U.K.