

## Open Doors Case Study

### Networkstreaming Helps a Missions Organization Transcend Language Barriers with Remote Support

#### The Company

Open Doors International operates under the mission, “to strengthen and equip the Body of Christ living under or facing restriction and persecution because of their faith in Jesus Christ, and to encourage their involvement in world evangelism”. The organization strives to take and share the biblical word with individuals who have never been given the opportunity to hear the gospel. Open Doors International serves in partnership and prayer for the suffering church.

#### The Objective

The IT department of Open Doors International provides strategic development of IT for the organization worldwide. This department supports approximately 500 colleagues all over the world, especially individuals who work in Open Doors offices that have no in-house IT staff. In providing this support, remote access quickly becomes a necessity due to the language barriers within the different countries that are served. As Bram Leunis, IT department manager, stated, “Sometimes it’s difficult to understand the problem of a user. Imagine yourself talking to somebody from Indonesia, both trying to speak your best English”. Clearly, this can prove to be a very difficult scenario.

#### The Solution

The IT staff of Open Doors International learned about NetworkStreaming at a technology conference in 2004. They were a little skeptical due to some bad experiences with VNC as a support product; however, they decided to try the NetworkStreaming software and see how it functioned. After trying the hosted service, Open Doors made the decision to purchase an appliance.

#### The Benefits

“We are able to save a lot of time and money by using this tool. We are able to help our customers very fast by using SupportDesk™”, stated Leunis. Using SupportDesk™ much more efficiently solves the language barrier problem and saves a great amount of time and miscommunication. Time and resources are also being saved through using PresentationDesk as a training tool. “We are very happy we discovered NetworkStreaming two years ago”, said Leunis.

#### 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.



**Open Doors**  
Serving persecuted Christians worldwide

#### 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

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Bram Leunis | IT Department Manager, Open Doors