

TLH Consulting Case Study

IT consultant saves nearly \$300 per day over phone and on-site support with remote desktop support appliance



The Challenge

TLH Consulting, LLC provides support, IT oversight, web development, and web hosting to 12 clients ranging from 5 workstations to 500 workstations and 40 servers, mostly located in the Denver metro area. Since TLH owner Todd Herbic acts as the primary “IT Department” for most of these clients, he has to be able to troubleshoot issues quickly and effectively in order to keep up with his customers’ demands.

After doing some research into remote desktop access as a way to save time, TLH evaluated NetworkStreaming (now Bomgar™), LogMeIn Rescue, GoToMyPC, and Linktivity, choosing Linktivity because of cost considerations. ¹ “Bomgar was our first choice, but at that point Bomgar didn’t offer an individual appliance package, and it was too expensive for us at the time,” said Herbic. “Linktivity was inexpensive, installed on my server, and worked the way I wanted it to work, at least for a little while. Installation took a significant amount of time, and then it fell apart and quit working even though I had nothing else on the server. I called tech support and did an upgrade, but it still didn’t work. My job is based on time, so the time I was losing on this was equivalent to losing money.”

The Solution

In early 2007 Bomgar released the B100, an appliance tailored to the needs of the independent IT consultant, and Herbic wasted no time in replacing Linktivity. “Once I saw the B100, I was really excited to find something I could afford and that definitely did the job. One of my clients uses Bomgar, so I got to try the product out. It was exactly what I wanted, and the individual package was perfect for me.” With the B100, TLH can support all of its customers without having to pre-install software on each remote system. “I handle about 90 percent of my job with Bomgar,” said Herbic. “If I’m at client A’s site and client B needs something, I can remote in and do what needs to be done. As long as I have a network connection, I can do just about anything.”

The Results

According to Herbic, implementation of the B100 was very simple. “A person could set it up within 15 minutes – you assign the thing an IP, set up user accounts, and you’re off and going! I did ask numerous questions of Bomgar’s support reps because I wanted to make sure, after my experience with Linktivity, that everything was just right. There was no information that Bomgar failed to give. I had a great experience with Bomgar from start to finish.” And unlike TLH’s previous remote desktop access solution, Bomgar has remained stable, giving Herbic no technical issues since his purchase. By implementing the B100, TLH Consulting is better able to address its clients’ problems immediately, experiencing a 20 percent decrease in customer hold times, a 20 percent increase in call-handling capacity, and an 85 percent increase in first-call resolution. “I was helping a client in Kansas 400 miles away,” said Herbic. “If I had had to drive on-site or walk the client through on the phone, it would have taken at least double the time it took me with Bomgar.”

Summary

- One IT consultant supporting 12 clients
- 70% decrease in on-site support visits
- 20% decrease in customer hold times
- 85% increase in first-call incident resolution
- 50% decrease in incident handling time
- 20% increase in call-handling capacity
- Nearly \$300 per day saved in mitigated support costs

“a cost effective, secure, elegant hardware solution for remote customer support”



May 7, 2007
Bomgar B100™

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Todd Herbic | Owner, TLH Consulting

¹ LogMeIn Rescue, GoToMyPC, and Linktivity are trademarks of LogMeIn, Inc., Citrix Online, and Inter-Tel®, respectively

TLH has reduced on-site visits by 70 percent with Bomgar™, saving substantial amounts of time and money spent on travel. “I travel all over the city of Denver, and to drive from the north to the south of the city would easily take an hour and a half, if not longer,” said Herbic. “Being able to remotely connect to the client and fix the problem in 20 minutes means that anytime I’m using Bomgar, I’m saving money.” Herbic estimates that he has reduced call times by 50 percent, saving an average of 30 minutes per support call. This translates into nearly \$300 per day in savings over phone and on-site support.

About TLH Consulting

TLH Consulting, LLC (www.TLHConsulting.net), based in Denver, CO, is the outsourced IT partner of choice for a wide array of vertical industry groups including Architectural/Engineering/Construction, Insurance, Property Management, Staffing, and Non-Profit Organizations. TLH helps its clients in each of these industries increase their efficiency, allowing them to better serve their clients by molding their IT environment to the unique requirements of their businesses.

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.



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