

WechTECH Case Study

South Florida call center increases first call resolution by 70 percent using appliance-based remote desktop support solution

The Challenge

Responsible for addressing the IT needs of approximately 300 businesses ranging in size from 5 to 100 employees, WechTECH deals with everything from corrupt drivers and application errors to faulty server connections and Active Directory issues. WechTECH's clientele consists primarily of customers in the legal and financial fields, making adherence to the highest security standards and rapid incident resolution high priorities.

With six help desk representatives supporting clients across South Florida and other areas, WechTECH cannot afford to send personnel to a client's location every time a technical issue occurs. The need to support clients remotely was realized early on, but the solution used initially, Microsoft® Remote Desktop™, required reps to connect to clients through a VPN, making extensive configuration necessary.¹ "I needed an easier way for clients to connect to me," said Keith Wechsler, founder and CEO of WechTECH.

The Solution

In May of 2005, after trying remote control solutions ranging from VNC to WebEx™ Support Center, WechTECH finally found a simple way to bridge the distance between them and their customers by purchasing the Bomgar Box™.² "After trying numerous software and hardware-based remote access solutions, the Bomgar Box™ was bar-none the best solution on the market," said Wechsler. Bomgar™ enables WechTECH clients to give control of their computers to support reps with only a couple of clicks and a small file download, speeding up the support process dramatically. Because no firewall configuration is needed, established security measures can be kept intact to protect customer security, not to mention support rep sanity.

The Results

Now, with six support personnel making use of the Bomgar Box™, WechTECH runs up to 1,000 remote control sessions per month. "If we don't have to go on-site to physically touch the machine, we're using the product," said Wechsler. "We see what they're seeing, which is a big help in a call center environment." According to Wechsler, the company has reduced escalation to second-tier support by 50% and on-site visits by 25%. This has in turn reduced total call times by 70% and increased support rep capacity by 30%, enabling WechTECH to support more customers without an increase in support staff.

Wechsler has also been more pleased with Bomgar's customer service than with previous solutions. Because of their location in South Florida, WechTECH's main office was without electricity for two weeks after Hurricane Wilma in October 2005. "A customer service representative at Bomgar™ contacted me and helped me get back online with their hosted remote control service when my



Summary

- Six support reps supporting 300 clients
- Up to 1,000 remote sessions per month
- Support rep capacity up 30%
- Reduced customer hold times by 25%
- Call time reduced by 70%
- Escalation to second tier lowered by 50%
- First call resolution increased by 70%
- On-site visits down by 25%

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Keith Wechsler
Founder & CEO
WechTECH, Inc.

¹ Remote Desktop™ is a trademark of Microsoft Corporation

² WebEx™ is a trademark of WebEx Communications, Inc.

primary office was without power. Although it was impossible for me to personally visit clients, due to inclement weather and closed roads, I was able to resume technical support with my remote appliance – hence keep my business up and running.”

And the benefits of the Bomgar Box™ have not been limited to WechTECH – Wechsler estimates that customers spend about 25% less time on hold waiting for a support rep. The number of support incidents solved on the first call has increased by 70%, decreasing customer frustration significantly. WechTECH guarantees a four-hour turnaround on technical issues, and most issues are solved in 20-30 minutes, resulting in very satisfied customers. “For over 10 years, customer service has been the key to my success,” said Wechsler. “The Bomgar Box™ allows my clients to connect to a technical support representative in less than 10 seconds – you can’t buy better customer service than that!”

About WechTECH

Founded in 1995 and headquartered in South Florida, WechTECH is a technology solution provider comprised of the best and brightest professionals who have spent years developing customized technology solutions for customers.

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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