

BOISE STATE UNIVERSITY

MEETING ITS “STUDENTS FIRST” INITIATIVE WITH REAL-TIME VISIBILITY,
CHAT CAPABILITIES AND ROBUST REMOTE SUPPORT



**BOISE STATE
UNIVERSITY**

“Bomgar now allows us to serve Mac users the same way we do with our clients on Windows. The solution has enabled us to evolve our support to a platform-agnostic approach.”

PETER JURHS
DESKTOP SUPPORT MANAGER

Founded in 1932, Boise State University is a public, metropolitan research university offering an array of undergraduate and graduate degrees and experiences that foster student success, lifelong learning, community engagement, innovation and creativity. With an enrollment of more than 22,000 students, Boise State is a learning-oriented, student focused university dedicated to excellence in teaching.

When a new chief information officer joined the university several years ago, he immediately recognized the need to provide broader support for the university community—and the student body in particular—in line with Boise State’s growing emphasis on the student experience. That led to a search for a remote support solution that could support users with Windows or Mac OS X operating systems and serve users outside the university network.

FINDING A REMOTE SUPPORT SOLUTION TO HELP ACHIEVE A BROADENED MISSION

“Our new CIO drove the initiative to transform our IT support to a ‘students first’ approach,” said Peter Jurhs, desktop support manager for Boise State. “We opened walk-in support locations for students, but knew we also needed a robust remote support solution that could support Macs as well as PCs, because approximately 30–40 percent of our students use Macs and we were struggling to support Mac OS X clients at the time.”

Previously, the university’s IT department provided remote support for university-owned computers primarily used by Boise State’s faculty and staff. Additionally, the help desk provided limited support to students using computers with a Windows operating system. The remote support tool in use at the time was cumbersome for the support technicians to use and only allowed them to support devices on the university’s network. The IT support department could not fully assist faculty, staff and students working off campus.

While at a conference, Boise State’s Director of Customer Care for the IT department saw a demonstration of the Bomgar appliance. He knew it had the capabilities the IT team needed to carry out its new mission, as it provided robust support for a wide range of operating systems and easy connectivity to devices on any network. The university immediately purchased a Bomgar B200 appliance.

“Bomgar now allows us to serve Mac users the same way we do with our clients on Windows. The solution has enabled us to evolve our support to a platform-agnostic approach,” said Jurhs. The IT support team also chose Bomgar because of its attractive price point and because the solution was an appliance rather than cloud-based. “We liked that the Bomgar appliance was on-site and within our control.”

In addition to addressing the need to support both Windows and Mac devices, Bomgar has helped the IT support team keep up as technology and the campus environment has evolved. Today, Bomgar enables Boise State to remotely support nearly any device used by the university community, including laptops, desktops and iOS, Android and Blackberry mobile devices.



BOMGAR CHAT: A KEY COMPONENT TO THE SUCCESS OF NEW STUDENT PORTAL

The Bomgar solution also played a crucial role when the university recently rolled out a new student web page. “The page allows students to do a number of tasks from a single location, such as checking their grades, registering for classes, getting class assignments, etc. We embedded a Bomgar chat link right on the page, which allows the students to immediately access our support team during support hours.

The students are very comfortable with online chat so they really utilize this feature,” said Jurhs. If multiple representatives are sharing the session, each of them can choose to chat with all participants or to select one name—customer or representative—for a private chat. The chat window records not only the messages and the time they were sent; it also serves as a running log of everything that happens throughout the session, including files transferred and permissions granted.

During the initial roll out of the new web page, Bomgar allowed functional experts involved with the project, including business analysts, system administrators and engineers to have real-time visibility into issues as they arose, allowing them to collaborate and resolve them quickly.

IMPROVING EFFICIENCIES AND ENHANCING THE USER EXPERIENCE

Boise State’s support team of approximately 15 full-time professionals and 50 part-time students appreciate Bomgar’s robust features and easy-to-use interface as well. Instead of being limited to supporting only certain university-chosen applications and devices, as was the case previously, the support team now feels confident attempting to support anything that students, faculty or staff may be using on campus. “We’ve moved from a ‘these are the devices you can have’ approach to one that is ‘You bring it, we support it.’ Bomgar is so helpful that our representatives now typically don’t start troubleshooting until they initiate a session and take a look at what’s going on,” said Jurhs. “It’s also very easy for our student representatives to learn.”

Bomgar offers the university’s end users a turnkey, one click means to initiate support sessions, instead of requiring them to follow detailed instructions to grant administrative privileges to the support technician. Having the ability to view the user’s screen makes it possible for the support technicians to teach a user how to access or use software on their machine. And with Bomgar’s Jump technology, support professionals can reboot a user’s device during a complex session without requiring user involvement at all.

“Our faculty also likes the fact that Bomgar doesn’t require software to be installed on their devices. They don’t want the IT department putting measurement and management around their desktops which might interfere with their academic freedom. With Bomgar, we only need to put a small client on their computer during the support session, which is immediately removed once the session ends,” Jurhs explained.

Jurhs believes Bomgar will continue to play a critical role as Boise State’s needs continue to evolve. “Distance education is going to play a growing role over time for the university, as we extend the reach of our programs beyond the campus to the world at large. Bomgar will allow us to support distance learning students and academics in the field in a way we never could have done previously.”

Overall, Jurhs believes that Bomgar has dramatically improved his support team’s responsiveness. “We no longer have to make a 20 minute walk across campus or schedule an appointment if a support session needs to be escalated to the second level. With the Bomgar solution, we can make an immediate connection to view the problem and we can collaborate on the spot with other support reps, which improves our efficiency and saves us time that we can dedicate to helping more users. Whether the user is a Ph.D. or a student returning to school after being in the workforce for 30 years, there are no barriers when it comes to using Bomgar to support them. What do I like most about it? It just works.”

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company’s appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 6,500 organizations across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.

