

BUCKS NEW UNIVERSITY

AN IT DEPARTMENT THAT FULLY SERVES ITS BUSY UNIVERSITY COMMUNITY



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AARON JAMES

COMPUTER SUPPORT TECHNICIAN

Bucks New University in Buckinghamshire, England, is living out its vision to be a higher educational institution that is a leading professional and creative influence, shaping higher education for the benefit of people and employers.

Based in High Wycombe, and with a satellite campus for nursing and applied healthcare research in London at Uxbridge, Bucks offers undergraduate and postgraduate courses to local and international students in the areas of applied management, art and design, healthcare, and technology. The University's mission is to put its students first and work responsively with the very best partners to influence, inspire and nurture talent for professional and creative careers. Providing first-class IT solutions is an essential component of the University's aim to deliver the best experience for its staff and students.

THE CHALLENGE

Aaron James, computer support technician for Bucks New University, came to the University in 2009, just as the University was entering a joint agreement with Cisco and HP for IT services and infrastructure. As part of that agreement, Bucks outlined its remote support needs to serve its campus communities. Having scoped the University's needs, Cisco/HP recommended Bomgar as a possible solution.

Bomgar delivers its solution for enterprise remote support via a secure appliance. This appliance integrates easily into any environment and makes support more responsive and secure by removing the geographical and technological barriers between customers and those supporting them, a feature that is proving valuable to the Bucks IT team as they provide support to the two campuses.

"One of the immediate benefits for us was the ability to save time by not having to go to the user's location to provide support. It's a ten minute walk end-to-end on our High Wycombe Campus, so not having to make that trip several times a day really adds up. Plus, we have a second campus in Uxbridge, and while we have a technician there part-time, our service desk can also see issues immediately and remotely serve that campus when needed. This capability has dramatically increased our first time fix rate to around 70 percent," James explained.

THE SOLUTION

Bomgar is also helping the University stay current with its campus technology. "We're currently migrating away from our legacy Windows domains, which brings challenges of its own. Bomgar's remote support solution connects to users on virtually any platform, no matter where they are located, so it is helping us reconfigure devices and troubleshoot issues, such as a user that doesn't have the correct printer installed," said James.



James is seeing additional process efficiencies as a result of the Bomgar solution as well. "We have four teams on our IT staff. Our front line is the service desk, which offers phone, email and drop-in support. They rely heavily on Bomgar and the solution has significantly reduced the need to escalate support calls to another level," said James. "Beyond the service desk, we also have PC support, systems support for hardware, servers and anything else in our data center, and our business systems team that supports critical applications throughout the University. The Bomgar solution makes it possible for our support teams to share remote support sessions and collaborate with each other to quickly troubleshoot issues."

The Bomgar solution extends the support staff's reach to off-campus locations as well. "All of our teaching staff have laptops that they use to work remotely so it is important to have a support solution bucks new university that covers all devices, including laptops, smartphones, and tablets, no matter where they are. We're in the process of setting up a virtual private network to further support off-campus connectivity. When we are ready to go live with the VPN, we can use Bomgar to guide the teaching staff through the process of how to use it," James explained.

THE RESULTS

Bucks New University is now benefiting from many of Bomgar's advanced capabilities including its Jump Client technology, which makes it possible to proactively support unattended systems and perform maintenance 24 hours a day throughout the University. Additionally, the University can spread its IT resources virtually, rather than having to increase them physically. The IT staff are also planning to make use of the Bomgar Button at the Uxbridge site. The Bomgar Button provides a desktop shortcut that enables a remote customer to initiate a support session by simply clicking the button. Because the Uxbridge location has limited on-site support, the Bomgar Button will make it easier for users to connect and get support, ensuring they are getting the same level of service as the rest of the University.

Bucks New University is also planning to take advantage of Bomgar's integration capabilities in the near future. "We use HP's Service Manager to log support calls. Bomgar fully supports integration with Service Manager so we are working with Bomgar to set that up," said James.

Summing up the experience, James couldn't be more pleased with Bomgar as the University's choice for a remote support solution. "Bomgar's team is always immediately available if we have a question. They have even dropped in on us just to see that we have everything we need. From the smooth initial installation to helpful training videos and guides to 24/7 support, using Bomgar is simply a hassle-free experience, something much appreciated on a busy campus."

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 7,500 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.

