DJO LLC / RIGHTSTAR SYSTEMS

"We did have multiple conversations about other products, but it came down to functionality. Bomgar was the way to go."

KEVIN WHITEMAN
BUSINESS DEVELOPMENT MANAGER

DJO Incorporated is a leading global provider of high-quality, orthopedic devices, with a broad range of products used for rehabilitation, pain management and physical therapy. DJO also develops, manufactures and distributes a broad range of surgical reconstructive implant products. DJO is the largest non-surgical orthopedic rehabilitation device company in the United States and among the largest globally, as measured by revenues. DJO believes that their strong brand names, comprehensive range of products, focus on quality, innovation and customer service, extensive distribution network, and strong relationships with orthopedic and physical therapy professionals have contributed to their leading market positions.

RightStar Systems, a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies, is a longtime partner of BMC Software. RightStar has completed hundreds of projects helping customers design, deploy and maintain IT service management and support systems. DJO is one of RightStar Systems strategic customers.

THE CHALLENGE

After a major merger, DJO grew from $400M to nearly $1B in revenue, as well as increased in employee size by more than 60 percent. Starting with one IT department, DJO, LLC now had multiple IT departments with numerous support channels and a veritable hodgepodge of support tools. This led to confusion, lack of productivity and increased support costs. IT leadership, with the assistance of systems integrator and trusted advisor RightStar Systems, determined that they needed a single, streamlined solution that would enable each support desk to support employees in any location, so they began an evaluation of what they coined, "borderless support" solutions.

THE SOLUTION

After evaluating several remote support solutions which were in use at the various global IT departments, DJO's partner, RightStar Systems, steered them toward Bomgar. According to Larry Herrmann, Manager of Global IT Customer Support, DJO LLC, what drove the selection of Bomgar was the centralized, automated audit trail and the ability to integrate with DJO's current service desk tool, BMC Service Desk Express.

"We fall under SOX [Sarbanes-Oxley], HIPAA [The Health Insurance Portability and Accountability Act], and the HITECH Act [The Health Information Technology for Economic and Clinical Health] regulation requirements," Herrmann says. "So, we really need to maintain an audit trail as compliance is extremely important. And as a support manager, allowing my team to stay within one user interface is critical."

RightStar Systems provided the business case for garnering executive buy-in. "They did a terrific job of highlighting the benefits of Bomgar," Herrmann says. "They also gave us the necessary tools we needed to get [the Bomgar project] pushed through the approval process." "We discussed many other remote support solutions, but advised DJO that Bomgar was the best product on the market," says Kevin Whiteman, Business Development Manager, RightStar Systems.

What really captured the CIO's attention was the significant cost savings with Bomgar. Because nearly one-third of the DJO workforce is remote, employees would often use overnight shipping to send a dysfunctional computer to the IT department. Then, they'd expect the computer to be shipped back overnight after it was repaired. With Bomgar, the same issues can be addressed in one hour – versus three days of productivity loss and overnight shipping costs.

According to Whiteman, as soon as the evaluation period commenced at DJO, Bomgar gained almost immediate acceptance. "Once they introduced Bomgar to users across the globe, techs started using it that day," Whiteman says.

THE RESULTS

The ease of implementation sealed the deal for the IT leadership, especially in DJO's regulated environment. Since Bomgar provided pre-defined APIs for BMC's Service Desk Express, implementation was quick and easy.

Within three months of the Bomgar implementation, the cost of support significantly decreased while the level of productivity has increased. In addition, remote support with Bomgar led to consolidation of resources – freeing up IT staff to work on other proactive projects.

"The ROI has been tremendous," Herrmann says. "DJO's support techs love Bomgar. And they are more productive, which means employees supported are more productive, too." In addition, the time-to-resolution has significantly decreased, and DJO LLC has experienced a 95% acceptance rate by their multiple support sites. "When we were in the evaluation period with Bomgar, everyone said they liked it. Herrmann says. "Now, the overall usage is high and adoption in Europe has been great."

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.