

SMITHS GROUP PLC

STANDING APART FROM THE CROWD IN MEETING GLOBAL REMOTE IT SUPPORT NEEDS

smiths
bringing technology to life

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NEIL CORNWELL
DIRECTOR OF SERVICE SUPPORT

Smiths Group PLC is a world leader in the practical application of advanced technologies, delivering products and services for a number of markets worldwide, including threat and contraband detection, medical devices, energy, communications and engineered components. With 23,000 employees in 400 locations around the globe, Smiths Group’s products and services make the world safer, healthier and more productive.

Prior to 2009, Smiths Group operated under a decentralized IT model, with each of its divisions having their own CIO and managing their own IT independently from the rest of the company. Recently, the company made the strategic decision to consolidate its IT functions, bringing its divisional resources together into one global team. As part of this restructuring, Smiths Group needed a way to centralize its user support processes, which had previously been handled regionally with a multitude of different help desk systems. The company desired a solution that enabled support technicians to control remote computers and provide support to more than 14,000 internal users. There were also strict requirements for security. As a result, Smiths Group’s goal was to find a multi-language, centralized and highly secure remote IT support solution.

FINDING A SOLUTION TAILORED TO ITS UNIQUE NEEDS

“As a global organization, we needed a remote support solution that could break down the geographic and cultural barriers between countries, languages and the different ways that people work,” said Neil Cornwell, director of service support for Smiths Group. Options available on the market were only offered in the form of software as a service (SaaS). These solutions lacked the rigorous security that Smiths Group found in Bomgar’s on-premise solution. “One thing we really liked was Bomgar’s solution is unique as a stand-alone appliance that sits behind our firewall. This gave us the ability to configure and integrate it with the other security measures in our IT operations and network,” Cornwell explained. “It’s also agentless, which means no software is stored on the end-user’s machine until the point of session start, and then once the session is complete, it’s removed. That improves security as well.”

The multi-language capabilities of the solution were also a key feature for this global company. “Bomgar supports a multi-language character set in chat, file transfer and other functions, enabling our IT support analysts to communicate more effectively,” Cornwell said.

The company also preferred Bomgar’s approach to licensing: a shared, concurrent user license, versus a named license. That provides a needed flexibility that matches well with Smiths Group’s around-the-clock operation.



DELIVERING THE EXPECTED BENEFITS AND MORE

Cornwell was very pleased with the ease of installation of Bomgar's solution. "The Bomgar representatives are great, and we worked very closely with them. They were always available and provided an excellent level of technical input. The implementation has been extremely easy and straightforward, from the trial process to roll-out of the tool to the IT support analysts."

Additionally, with the Bomgar solution in place, the IT support analysts at Smiths Group are finding their jobs to be a whole lot easier. "Traditionally, support would be provided via the phone, and then the analyst had to try to decipher and remember what the user described seeing on their screen. The Bomgar remote support solution removes the uncertainty of what's going on with the remote device, allowing the analyst to see what's happening and quickly fix it," said Cornwell. "And the analysts love the solution's ease of use. As a result, we are seeing improvement in both first call resolution and call-to-answer times."

Cornwell sees additional uses for Bomgar's solution on the horizon. His team plans to build in more of the functionalities of the Bomgar solution over time to continue to enhance their IT support. Plans include the ability for users to be on a chat session with an analyst and then immediately launch a Bomgar session, as well as extending the solution to support some external customers in particular parts of the business.

Summing up, Cornwell sees advantages in the Bomgar solution that go well beyond providing technical support. "Of course it's an improved customer service solution for us, but it also improves the image of IT to our users. Increasing the general impression to our users that they can now get direct and effective support from remote analysts has been a huge win for us. And we'll continue to build on that reputation." For Smiths Group, Bomgar was just the right choice. "It delivers the high security, multi-language capability, and ease-of-use we need to meet our global remote support requirements."

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.

