

SCHOOL DISTRICT FIVE

IMPROVING TECHNOLOGY EFFICIENCIES WITH SEAMLESS, COST-EFFECTIVE REMOTE SUPPORT



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NATHAN CHILDS
INFORMATION RESOURCE TECHNICIAN

School District Five of Lexington and Richland Counties in South Carolina encompasses a land area of approximately 196 square miles in part of both Lexington and Richland Counties. The school district is primarily a residential suburb located to the northwest of Columbia, the capital city of South Carolina. District Five operates a total of twelve elementary schools, four middle schools, five high schools and one alternative school, serving approximately 15,000 students.

District Five offers educational opportunities that challenge and stimulate thinking and problem solving and foster superior achievement. Its comprehensive educational program focuses on both academic and personal success for all students from early childhood education through grade 12 as well as adult and community education programs.

The technology needs of District Five are supported by two help desk personnel and 13 representatives in the field. For remote support, District Five previously used a tool that came with its ticketing software and later moved to free tools such as Join.me and TeamViewer. However, the technical support team found that these tools lacked the features necessary to provide sufficient remote support to the growing district and decided to look for a more robust remote support solution.

SEEKING A MORE ROBUST SOLUTION

“We wanted a remote support tool that would allow us to see system resources, reboot machines remotely and collaborate on sessions, among other capabilities,” said Nathan Childs, information resource technician for District Five. “The tools we were using at the time just didn’t have those advanced capabilities.”

In researching possible solutions, Childs narrowed the choice down to Bomgar and LogMeIn Rescue and conducted a trial of both solutions. “At the end of the day, Bomgar stood out as the most cost-effective choice—and one that would allow us to keep an appliance on-site rather than requiring the bandwidth needed to support a cloud-based solution. It also made connecting to a user’s device extremely simple. Unlike other solutions, Bomgar doesn’t require the user to download a client onto their machine. It avoids that added layer of complexity for the user and the technician.”

With Bomgar in place, the representatives at the help desk can handle significantly more issues remotely, rather than having to send a field representative to provide on-site support. “There are certain tasks, such as a software reinstallation, that require a reboot of the user’s machine. We didn’t do those tasks remotely before because it required us to reestablish a connection to the user’s machine after the reboot,” said Childs. “With Bomgar, we don’t lose the connection. Now we can take care of anything remotely that is not a physical issue with the user’s device, which has enabled us to increase the number of tickets we can close in a year by 34 percent. It literally lets us identify the problem without having to travel to the user. In those situations when we need to go on-site to fix hardware, Bomgar helps us pre-diagnose the issue so we have complete documentation for the technician responding to the ticket.”



ADVANCED FEATURES TO ENHANCE AND STREAMLINE ACTIVITIES

Bomgar is making it possible for the technical support team to share sessions. Multiple technicians can see a user's screen and make troubleshooting suggestions. Higher-level experts can jump into and out of sessions when needed, helping to resolve issues more quickly without "passing off" the end user in the process. Bomgar's Jump Client feature is helping Childs manage the districts numerous servers as well. "It is extremely time efficient to be able to access all our servers remotely to perform upgrades and other maintenance tasks on unattended machines at any time," notes Childs.

Childs also reports he is enjoying the ability to take full advantage of Bomgar's Presentation feature. "We recently were asked to make a presentation to the school board. They wanted to view the entire presentation on their laptops so we shared it using Bomgar Presentation. It worked perfectly and since then we have used Presentation to demonstrate new techniques to our technical support team as well!"

GAINING REMOTE SUPPORT CAPABILITIES FOR TODAY AND THE FUTURE

Looking forward, the team will incorporate Bomgar's Canned Scripts feature into the technical support team's workflow. Plans are in the works to use Scripts soon to perform preprogrammed installations of antivirus and other software products that require frequent updates. Using Scripts will save technicians from having to manually execute all of the routine steps involved in the process. Instead, they will be able to execute all of the steps with one click, adding to the efficiency the team is experiencing using Bomgar.

Childs also anticipates eventually deploying the Bomgar Button on user devices. "Right now, we establish connections with users by having them visit our website and click on the technician's name or by giving them a session key. Installing the Bomgar Button right on our users' desktops and laptops will make starting a session even easier than it is now," said Childs. "We're very happy with Bomgar," Childs concluded. "It simplifies processes for both our users and our technicians because everything is right at your fingertips. It's just an exceptional solution."

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 8,500 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.

