

JMC IT

PROVIDING SUPERIOR SERVICE TO A DISPERSED CUSTOMER BASE



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STEVEN PALLETT
SUPPORTCARE MANAGER

JMC IT is responsible for the successful IT operations of some of the biggest global brand names in sport and leisure, including Manchester United FC, Everton FC and Liverpool FC, alongside some of the UK's fastest growing professional services companies and housing associations such as Your Housing. Founded in 1981, JMC delivers IT support and expertise to companies and organisations across the UK and has grown to support more than 450 clients.

The SupportCare team at JMC provides everything from incident handling to on-site installation and outsourced IT management, and prides itself on the quality of service that its employees deliver.

JMC's clients are primarily located within the North of England, but often have remote or satellite offices around the UK, Europe, US and Asia. End users are supported by a 25-person team based within JMC's offices, as well as another 20 engineers and consultants that provide additional assistance and help when required.

EXPANDING SERVICES WITH REMOTE SUPPORT

Changes in IT, like greater calls for staff flexibility, the evolution of remote working and Bring Your Own Device (BYOD) initiatives, have all had an impact on IT support requirements. Keeping pace with these dynamic IT changes means that JMC is continually looking at its own support services and how they meet customer requirements.

To ensure it continues to provide the best and most efficient support service possible, JMC looked to expand its remote support solution. JMC's SupportCare Manager, Steven Pallett, was part of the team responsible for this expansion of the SupportCare Portal.

“One of the main requirements for our remote access tool of choice was that it would continue to make our internal support team more efficient. If we could further simplify and standardise remote access, it would be even easier to provide support to users wherever their employees happened to be located,” commented Pallett. “However, any remote access to our clients' devices and networks has to be both auditable and secure. Our approach is based on putting the client at the heart of the service, keeping them in control over any incident and aware of progress.”

Prior to implementing Bomgar, remote access to customer devices was undertaken on an ad-hoc basis and via a wide variety of different technologies. While access was always secure and conducted via VPN or Citrix Access Gateway, the ability to conduct all sessions in the same way was not possible. Pallett began researching secure remote access solutions that could fulfil the company's requirements based on the increasing usage.

“We looked at a range of remote access solutions. While they all met the requirement of enabling remote access, they didn't all meet our security needs. Some of our customers have strict compliance regulations around Payment Card Industry (PCI) rules, and so we had to include this as part of our decision-making process,” explained Pallett. “Being able to promote our SupportCare Portal as part of helping them meet those compliance requirements was therefore very important to us.”



The JMC team reviewed a wide range of remote support technologies. Based on the requirement for security and audit control, as well as the ease of use for the support team that would be working with the tool on a day-to-day basis, Pallett decided that Bomgar's appliance-based solution was still the best fit for the business.

"When we originally looked at the Bomgar solution, the first thing that struck the team was the simplicity of everything. It was laid out in a very logical and user-friendly way. After this, we explored the security and audit features, which are far above the other solutions on the market. These put the Bomgar appliance far ahead from a technical standpoint, and the return on investment exercise that we went through also demonstrated extremely strong results," commented Pallett.

IMPROVING SERVICE RESULTS

After the implementation of the Bomgar appliance was completed, the support team saw a significant improvement in both service to end users and support staff productivity. "As a company, our move to a centralised remote support solution was extremely successful, both for us and for our clients. We have streamlined our support performance and reduced the need to visit clients, which means we can do more with the same level of staff resources. From a customer standpoint, we have been able to fix 98 per cent of all incidents remotely. When you consider that we are handling more than 20,000 incidents per year, this is an impressive result," commented Pallett.

The JMC team has also been able to promote remote worker support and Bring Your Own Device / Mobile support as part of its overall service offerings, as Bomgar allows them to support a wide range of mobile, tablet and PC devices.

Since implementing Bomgar, JMC has greatly reduced its fix times and Mean Time to Resolution (MTTR). The company also cut its costs for support delivery based on reducing the number of site visits and increasing the number of incidents per head. "Bomgar has been a great investment for us, as it has enhanced our support performance in general. This has resulted in increased client retention and more new client wins," said Pallett.

INNOVATION IN SUPPORT

As Bomgar has expanded its product features and support for additional platforms, JMC has grown its use of the technology in new ways. The company can now provide support for a wider range of tablets and smartphones, on top of traditional PCs, laptops and servers. With Bomgar, the JMC support professionals can also provide support from their own tablets and smartphones, so they can attend to issues while on the go; particularly important in the delivery of their SupportCare 247 service.

The JMC team has also expanded its ability to collaborate securely with both clients and suppliers. Based on Bomgar's Rep Invite feature, JMC can invite third parties to investigate issues with customer IT assets collaboratively while the client remains in control throughout the session.

"Secure collaboration is a great opportunity for us to support our clients in a more efficient way, as we can bring together subject experts around a particular topic when they are required. Bomgar Rep Invite allows us to invite consultants or software vendor contacts into a joint session. Our customers love this, as we can manage the level of access that those third parties have to their networks and they can have a complete audit trail over the session as well," said Pallett. "We are now conducting one to two of these sessions every week, compared to one or two a month at the beginning of the year."

JMC recently went through a procurement exercise for a new IT service management solution (ITSM) as part of its future process development strategy. "When we were looking at ITSM solutions, integration with Bomgar was one of the main selling points for us," commented Pallett. "Secure remote access is a huge part of our workflows now; Bomgar continues to deliver more efficiency and new functionality that keeps it ahead of the competition. This concentration on the future enables us to remain at the forefront of the market when it comes to IT support and services."

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.

