

THE UNIVERSITY OF MIAMI

CONSOLIDATING REMOTE SUPPORT TO MEET A DIVERSE SET OF NEEDS

UNIVERSITY OF MIAMI



“Unifying our teams with a single remote support solution was an important part of our continual service improvement initiative,”

ROCKY PEDROSO

DIRECTOR OF INFORMATION TECHNOLOGY

Founded in 1925, the University of Miami (UM) is a private research university with more than 16,000 students from around the world. The University is a vibrant and diverse academic community focused on teaching and learning, the discovery of new knowledge and service to the South Florida region and beyond.

With multiple campuses that include its main Coral Gables campus, Leonard M. Miller School of Medicine, Rosenstiel School of Marine and Atmospheric Science and the Richmond Facility for research, UM is comprised of 11 schools and colleges that offer 180 academic programs and majors.

A few years ago, UM decided to consolidate several disparate IT organizations across the University's many campuses so that the approximately 600 IT support professionals could work more closely as a unified team. As part of that initiative, the University of Miami IT (UMIT) department deployed ServiceNow IT Service Management software and a number of project-oriented software solutions. UMIT was also interested in consolidating to a single remote support solution, rather than continuing to use the many ad-hoc solutions previously employed by the various campus-based IT departments.

“Unifying our teams with a single remote support solution was an important part of our continual service improvement initiative,” said Rocky Pedroso, director of information technology for the University of Miami. “We evaluated several of the solutions in use across the University, including WebEx, GoToAssist, and DameWare in addition to Bomgar. Bomgar was the only solution that met all of our requirements.”

GAINING ENHANCED CAPABILITIES AND SECURITY

One of UMIT's goals was to better support the variety of devices used on campus. “Many users at UM have Mac computers and several of the remote support solutions did not adequately support them,” said Pedroso. “Bomgar answered that concern for us.”

Pedroso and the IT organization's approximately 120 technicians also wanted the ability to support users who were off-campus and outside of UM's virtual private network (VPN). “Many of our professors, staff, and students travel abroad or attend programs we sponsor in other countries. Bomgar allows us to connect to their device and support them no matter where they are, which is something we couldn't do with our other remote support solutions.”

Security was another important consideration. With the University's medical facilities, UMIT's support team needed the capability to securely access devices that contain personal health information and data. Bomgar's on-premises virtual appliance does not require opening a portal in UM's firewall, accessing a third-party website in the cloud or enabling services on devices, all of which might compromise security. Bomgar's session traffic is also encrypted and Bomgar logs and records each support session for a detailed audit trail, adding a level of security not found with many other solutions.



Bomgar's recording feature and easy screen sharing help enhance session transfer among UMIT's support representatives. "With several campuses that are in different geographic areas, we needed the capability to share videos and screens to enable collaboration among our support representatives and supervisors no matter where they were located," said Pedroso. "Screen sharing also helps our training department representatives, who can remote onto a device and show the user how to do something rather than trying to talk them through it over the phone."

UMIT's support team uses Bomgar's Jump Client feature to access unattended medical devices to perform routine maintenance, reboots and updates. "We keep our end users fully informed when we access a medical device, such as an x-ray machine, but the Jump Client technology does not require them to take any actions on their end, which is great," Pedroso explained. "The File Transfer capability and reboot to Safe Mode are also helpful tools that make it easy to update machines on our campuses when needed."

STREAMLINED SUPERVISION OF SESSIONS WITH SERVICENOW INTEGRATION

In addition to consolidating all remote support activities, UM has utilized Bomgar's integration capability with ServiceNow. Bringing Bomgar and Service Now together gives Pedroso and other supervisors an easy way to locate and review session recordings that are appended to a service ticket. "The fact that Bomgar tags each ticket with a recording really caught my attention. It's a great time saver," said Pedroso.

Typical service issues range from users needing help accessing email to healthcare providers who are having trouble accessing electronic medical records in an exam room. "We try to handle as many issues as we can remotely, which saves a lot of time for our users who don't have to wait for a technician to travel to their location to troubleshoot a problem." The success UMIT has experienced with Bomgar has led other departments at the University to adopt Bomgar as well. "Many of our departments get exposed to Bomgar through our training department. Once they see how easy it is to use, they want to bring it directly into their workflow."

"Bomgar has met all of our needs when it comes to remote support capabilities," Pedroso concluded. "It is efficient, secure, and scalable, so I'm confident it will not just meet our needs today, but also be an asset to our department as the University continues to grow."

ABOUT BOMGAR

Bomgar connects people and technology securely, providing leading remote support and privileged access management solutions that strengthen security while increasing productivity. Bomgar solutions help support and security professionals improve business performance by enabling secure, controlled access to nearly any device or system, anywhere in the world. More than 9,000 organizations across 65 countries use Bomgar to deliver superior support services and manage access to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris and Singapore. Visit Bomgar at www.bomgar.com.

