

# Review & Selection of a Remote Support Tool

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**Flinders**  
UNIVERSITY

inspiring achievement

# Outcomes



- Merged helpdesk / desktop teams
- 2 FTE Onsite >>> Helpdesk
- Resolve on first contact up by 30% (60% - 80%)
- Call abandonment down 50%\*

\*outside “silly seasons”

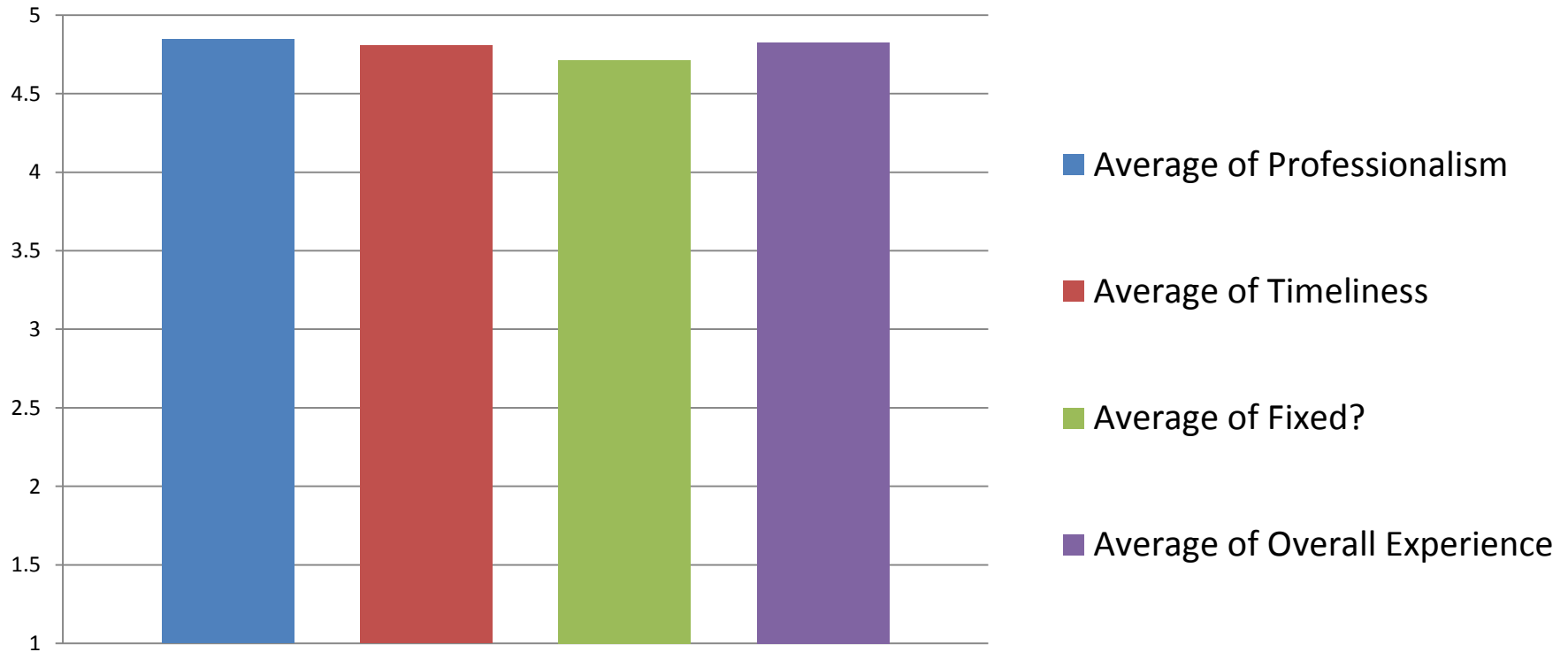
# Outcomes

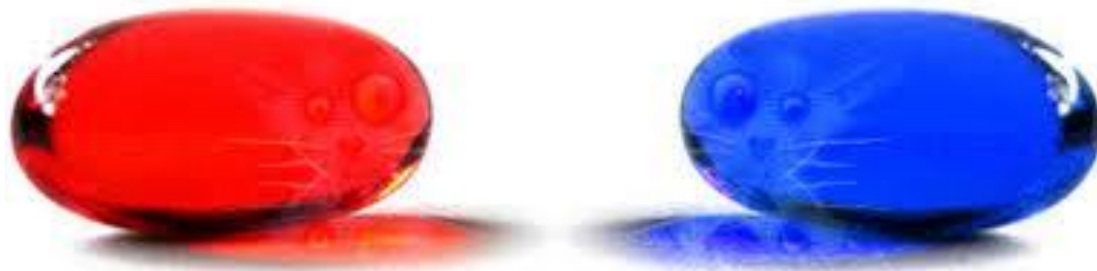


- Uni-wide platform with flexible initiation
- New service offerings – not just IT support
- Session handover, sharing & monitoring
- Audit and reporting capabilities

# Exit Survey Results for ISD

(previous 3 months, n=1044, response rate 35%)





# Landscape



- Devolved IT services on campus providing traditional, enterprise application & learning technologies
- Central ISD servicing Admin branch as core deliverable & some Academic OUs via cost-recovery
- 15 “Branch Office” locations across regional SA, NT and Victoria supported from Adelaide via Remote Support team
- > 18 Helpdesks

# Remote Tools in use

- Countless Tools in use
- Variable utility
- 20 Questions to initiate
- No metrics



# and yet...



- Highly regarded by customers
  - Identified in feedback surveys amongst “things IT do well”
  - Often preferred over onsite visit
  - Critical service for remote sites

# Climate Change



- 2010 report on review of ICT
- Appetite for ~~centrally provided~~ free services
- Restructure within ISD
  - Service desk takeover by Remote IT
  - Consolidation of helpdesk/desktop support

# Why remote tools?



## Merge the session

- Conflicting approaches
  - Split functions v Integrated team
- Confusion compounded
  - Tools & process variations
- Sense of loss @ remote sites
  - Too many new guys

# Review the market



- Assess feature set for commercial tools
  - Do you get what you pay for?
- Features we wanted
- Features we hadn't thought of

# Feature checklist

- We wanted
  - Single tool!
  - Anyone/anywhere
  - Admin rights
  - Persistent connection (reboot)
  - Unattended
  - Session handover
  - In-house?
  - Reporting
- Hadn't thought about
  - Inter-team use
  - Audit/recording
  - Lobby / Chat
  - Flexible deployment
  - Extensible integration
  - Exit Surveys
  - Presentation tool
  - Embassy



# Product selection (how else?)



remote + tools + comparison

which leads to...



# But seriously...

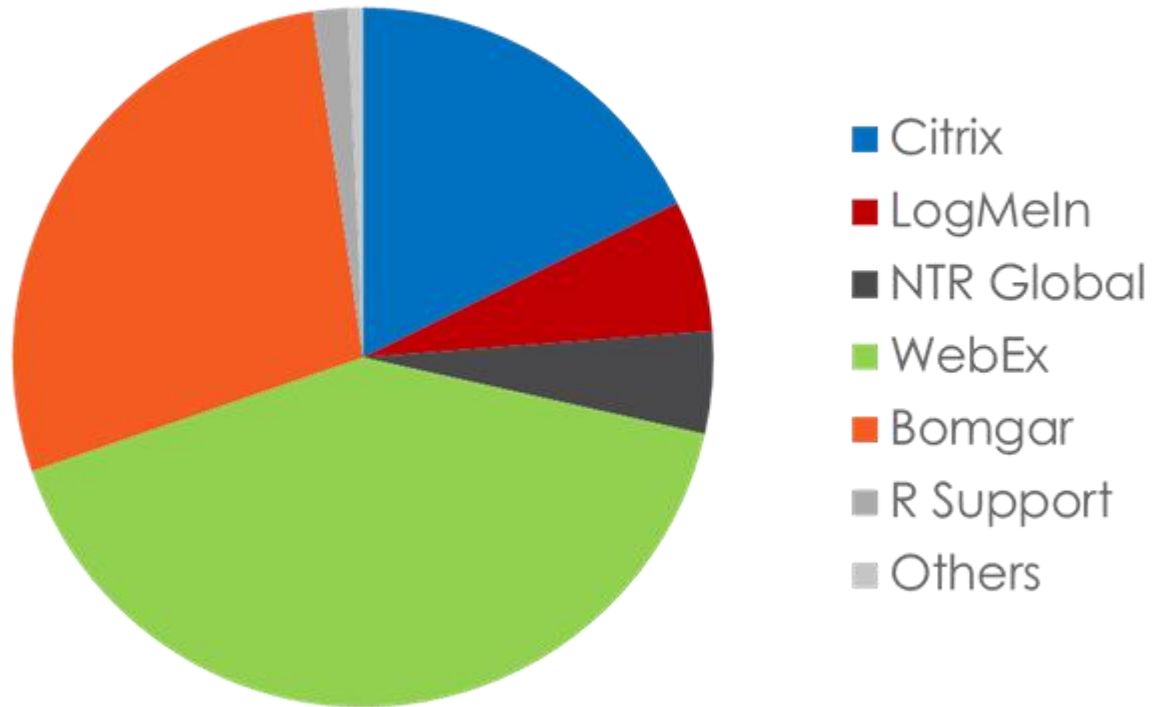
Citrix GoTo Assist Corporate (cloud)

LogMeIn Rescue (cloud)

Bomgar (cloud or onsite)



## Enterprise Remote Support Market



Source: Bomgar presentation: Helpdesk Institute

# Review process

- ISD only (lack of interest elsewhere)
- 3 month trial
  - 2 x 2 weeks intensive per product
    - Mid-trial review, tweak, reassess
- Costs not provided to review team
- Set assessment criteria
  - Features we wanted
  - Bonus features that added value
  - Overall experience



# Review results

## Overwhelming preference for Bomgar

*Bomgar was excellent. Able to remote in quickly, was able to log off user back to login screen without disconnecting session, and then login as local admin to uninstall and reinstall applications and drivers. Something we cannot do with our current solutions. User was able to still see what was happening which is an advantage over RDP sessions as well.*



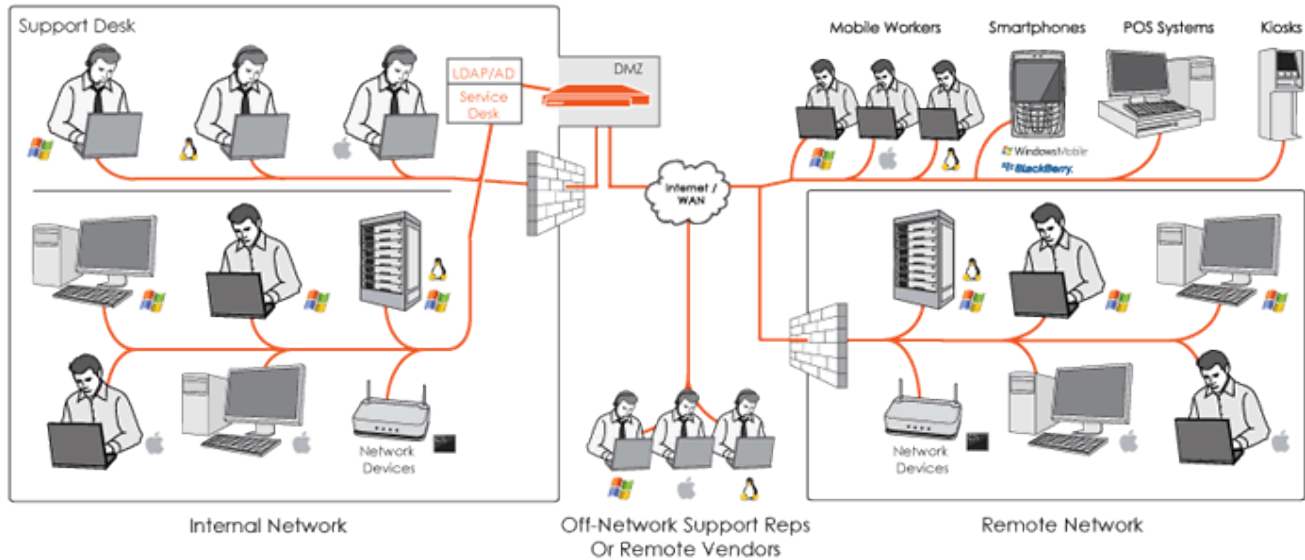
# Review results



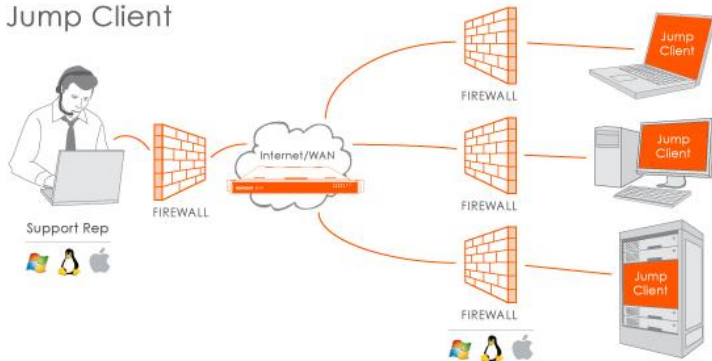
- Onsite
  - Customisable, no Internet accounting barrier, resilient.
- More intuitive interface
- Superior feature set
- Flexible initiation options – unattended / client / invite
- Superior reporting with time/date stamping of remote sessions and video recording of user sessions
- True multi-platform
- Tied into the reporting structure well, shows who has control
- Jump Client – unattended option for AV support
- Remoting to laptops that are not on AD.
- PC/Mac keyboard commands eg, windows key = command key.

# How Bomgar Works

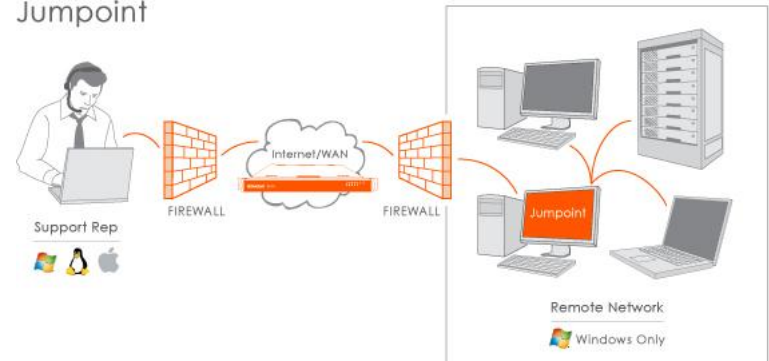
## Bomgar for Remote Support



## Jump Client




## Jumpoint



# PC connection options

## Web connection



Customer Support Centre  
Remote Support Portal

**Representatives**

- 13 - Jade Pearce
- 17 - Christine Cornell
- 57 - James Reed
- 68 - Muna Mohamad
- 999 - Jared Waldron

**Session Key**

**Issue Submission**

Your Issue:

Your Name:


Company Name:

Describe Your Issue:

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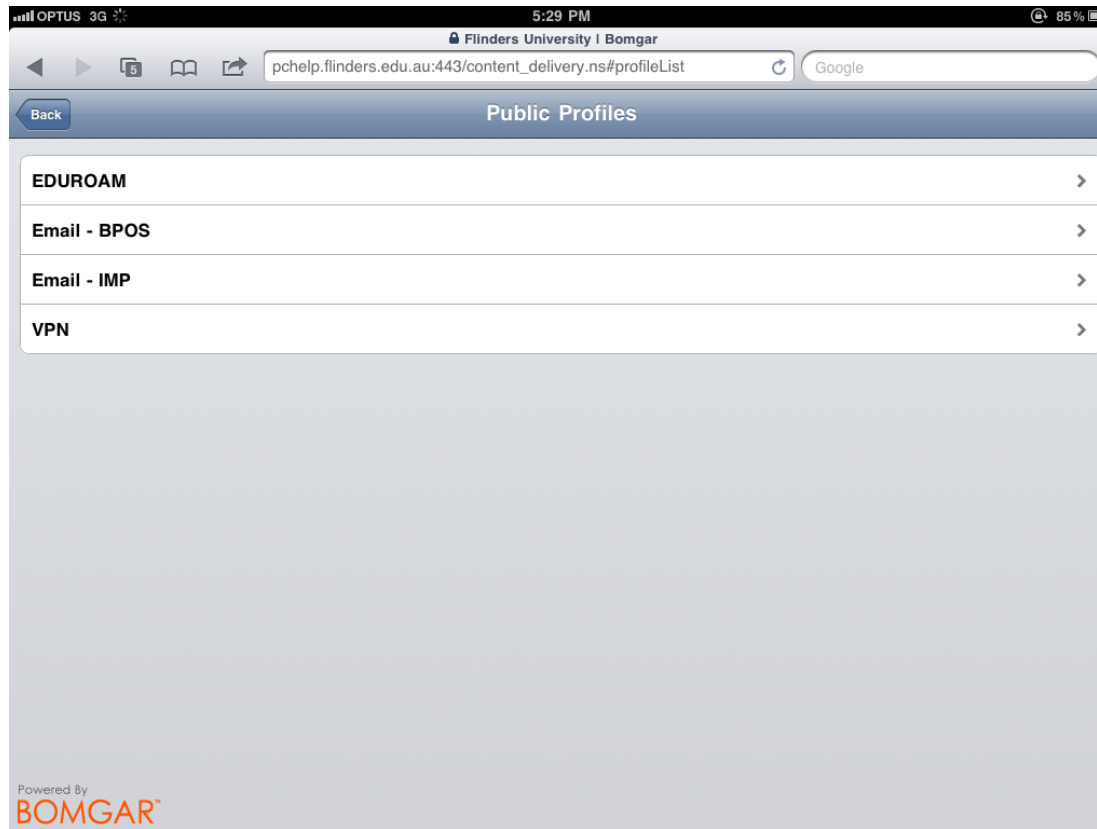
## Discreet application

Request PC Help



How do you want to start?

# iOS options



# The Business Case...

## Recommendation to implement revised

- Cost comparisons based on 5 year view
- Infrastructure bid for Uni-wide
- “no cost” so now everyone’s interested!
- 8 seats becomes 25 seats (concurrent)
- Submission aligned to key ICT review recommendations
- Stakeholders primed



= Infrastructure submission a breeze 😊

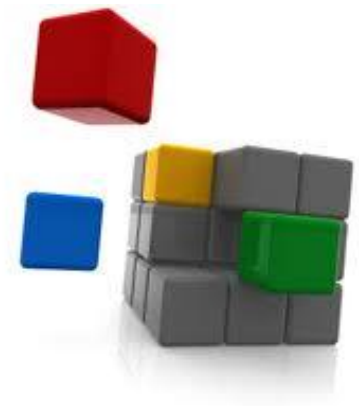
# Where are we at?

- Bomgar basics embedded
- 1000 sessions per month
- Onsite visits reduced by 2 FTE
- Some inter-team interaction
- Exit surveys consistently high
  - 35% response @ > 80% satisfied
  - Advertise services



# What next?

- Improve routine reporting & analytics
- Investigate integration with SD tools
- Trial use of lobby as method for contact
- Improve inter-team use



# Thanks for listening



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