

BOMGAR™



USING BOMGAR FOR SUPPORT AT THE SERVICE DESK

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Challenges of Remote Support for the Service Desk

Supporting your users requires a service desk that is tightly connected both to your users and to internal IT groups. For your users, the service desk is the single point of contact, getting the user back on track as quickly as possible. For other IT groups, the service desk is their interface to the world, feeding them information and incidents from the front lines of support. The ability to resolve issues quickly as they occur must be matched with the ability to escalate an issue up through the ranks if it cannot be addressed in first tier.

Current Solutions

Remote control tools have been used by the service desk for 20 years to gain direct access to the user's system and solve problems quickly. However, as users have migrated out of the building and security requirements have increased, the traditional tools used for remote control have become less effective. Outside the firewall, most of these legacy applications simply don't work, and the ones that do often require a VPN to be enabled.

In recent years some web-based, Software as a Service (SaaS) remote control products have emerged that work through firewalls and support non-Windows operating systems. However, these products require sensitive, internal data to be passed through an external, third-party datacenter, limiting integration possibilities and exposing the service desk and the corporation to excess liability.

The service desk faces unique challenges, and requires several key functionalities in a remote support solution:

Support through the Web

In today's business environment, users are as likely to be around the world as at corporate headquarters. Many remote control tools do not work through the web, and many more route sensitive data through a web-based provider. Working through the web without sacrificing security is crucial when supporting a mobile, data-rich user base.

Non-Windows Operating Systems

Emerging operating systems and handheld devices increase the burden for the service desk. Legacy remote control tools often lack support for Mac and Linux, or for handheld devices, such as Blackberries. Anything from merger and acquisition activity to a user's personal preference can increase the scope of the service desk's supported platforms almost overnight, often without much warning.

Balancing Changes in Load

Patch Tuesday may be one of the only predictable spikes in service desk load. The rest come when you least expect them. From one day to the next the service desk may experience vast differences in the amount and type of incidents it must resolve. Being able to respond quickly to changes in demand and balance load across one or more service desk and desktop support teams is a key need for remote support. Unfortunately, most products are designed only for point-to-point connectivity and lack the administrative sophistication for balancing load across teams.

Automating Issue Resolution

Getting the rep to the screen of the user's computer is the first order of business for any remote support tool. Helping the rep solve the user's problem is the second. However, most tools offer only a rudimentary toolset and limited flexibility for creating automated fixes, leaving the rep to solve issues manually.

Measuring & Monitoring

Your service desk will not increase efficiency unless you can monitor support activity and measure rep performance. Unfortunately, most remote control tools have little by way of reporting and even less by way of audit-ability, leaving the customer support manager aiming at nothing and hitting it every time.

Security

The service desk supports the entire company, and so must have access to a wide range of data. Many legacy remote control tools allow a technician to remote control a user's system silently, without producing a single record that the connection took place. Corporations in regulated industries – and directors and managers who guard sensitive employee and customer data – have a lot to lose from this lack of visibility.

Escalation & Integration

The service desk strives to be the single point of contact for the user population. Making that possible requires the service desk to integrate deeply into front and back-end systems and IT groups in order to form a clear escalation path for difficult incidents.

For every ten incidents that can be resolved at the front lines in a matter of minutes, one will require hours of in-depth troubleshooting and escalation to subject matter experts. However, most remote support tools are designed to connect only to the end user's system, not to other service desk reps, other groups, or other systems.

Conclusion

The service desk frequently needs to see the user's screen and troubleshoot remotely. While remote control has gotten more complicated over the years, remote control tools have not. In addition, the service desk that uses remote control is exposed to many risks due to the access it gives to the data on end-user's systems. Most service desks have not even begun to address this changing environment.

Using Bomgar to Offer Remote Support from the Service Desk

Bomgar equips the service desk with a secure, web-enabled remote support solution for a mobile, security-conscious business environment. Bomgar's appliance-based model is deployed in your DMZ and offers easy integration with internal processes and systems without passing data through a third party. Additionally, Bomgar's support for non-Windows operating systems ensures that your service desk will be able to connect, no matter what technology is involved.



Web-Enabled Support

Bomgar works seamlessly through corporate firewalls without requiring a VPN or other configuration. In addition, Bomgar support sessions can be initiated in seconds without requiring pre-installed software. This means that you can be on the screen in seconds, even if it is your first time to connect to a personal laptop at a WiFi hotspot across the world.



Non-Windows Operating Systems

Bomgar supports Windows 95 through Windows 7, Mac OS X and multiple Linux distributions. It also enables remote control for BlackBerry and Windows Mobile over the web through numerous built-in device emulators. Bomgar standardizes the support process, making each incident the same no matter what operating system the remote computer is running.



Session Distribution

Bomgar enables service desk reps to handle multiple sessions within a tabbed interface. While software installs on one system, the rep can reboot a second computer and troubleshoot a third. Bomgar's Equilibrium functionality automatically distributes remote support sessions within a team to the most available rep, so that a rep handling only one session would receive a session before a rep handling two.



Scripts & Tools

With Bomgar you can create, organize, and catalogue any number of pre-built scripts. This enables your service desk to automate routine diagnostics, troubleshooting and remediation. Scripts can also reference a file for more robust tasks, such as software installations. This functionality is cross-platform and can be shared across teams to ensure that every technician is using best practices. In addition to scripts, Bomgar offers numerous shortcuts and tools (such as file transfer, reboot, system info, and command line) that speed and automate your service desk's job.



Reporting & Administrative Dashboard

Bomgar enables you to monitor all remote support sessions in real time. Administrators can transfer sessions, join sessions, or even view the rep's entire desktop for performance monitoring. After the fact, Bomgar's customizable exit survey enables you to measure your rep's performance with users and Bomgar's extensive reporting data gives you a clear picture of your most vital metrics. Bomgar Customers have seen:

- Increased 1st Call Resolution by 35-45%
- Reduced Incident Handling Time by 25-50%
- Reduced On-Site Visits by as Much as 90%
- Decreased Call Escalation by 10-30%

Additionally, Bomgar's customizable exit survey enables you to gauge your most important metric, customer satisfaction, on a session by session basis and gain valuable information about customers' preferences.



Security

Service desks at Fortune 500 companies like Humana in healthcare and Fiserv in financial services use Bomgar to support their users. Bomgar enables granular control over rep permissions through individual or group policies integrated with your own internal directory using LDAP, RADIUS, Kerberos, or other security providers. Beyond controlling access, Bomgar gives you the capability to record every session in video format so that you can audit every click and keystroke of every session, thus ensuring the integrity of user and system data. At the end of the session, you even have the option to provide the customer with a transcript of the chat conversation and a video of the session.



Escalation & Integration

Bomgar's centralized, appliance-based model enables you to integrate Bomgar securely into your internal systems and connect your support team with other teams and other groups within your company. Bomgar offers pre-built connectors to service desk management platforms from HP and BMC, as well as a robust API and software development kit. Using these integration tools, you can keep all of your incident data in one place by associating Bomgar sessions with your incident IDs.



If a session needs to be escalated, the Bomgar rep can transfer or share the session with another rep or another team, enabling technicians from all over the company to be on the same screen resolving the problem. This escalation process can be initiated from the web without downloading any software using Bomgar's Click-to-Chat feature. With Bomgar, you can even give your clients a short-cut into the remote support process by placing a Bomgar Button on their desktop. One click and your customer can begin receiving remote support over the web.

A Consolidated Solution

With a broad range of remote support solutions, the same solution you use for your service desk can be used in other parts of your organization as well. Bomgar offers remote support solutions for:

- Customer Support
- Support for Kiosks and Point of Sale Systems
- Mac, Windows, Linux and Smartphone Support
- Online Training and Demos
- Vendor Access Management