

# Simplifying Support for IT Outsourcers

## The Problem

As an IT outsourcer, reductions in service costs are often built into contracts with your clients. This is one reason companies select IT outsourcers for their technology needs: they see the promise of reduced yearly costs for IT services and support.

The support environment is growing more complicated. Not only are systems growing more complex, but the customers using them are increasingly mobile. This means that, unless the IT outsourcer has technologies and practices driving increased efficiency, the yearly cost of supporting clients increases while the revenue from services may decrease, as illustrated by the diagram to the right.



“Previously, when our clients were traveling, and were in an airport or hotel, it took too much time to remotely connect to their computers. Often, the problem that they were experiencing was simple, but remote access was the largest obstacle to overcome.”

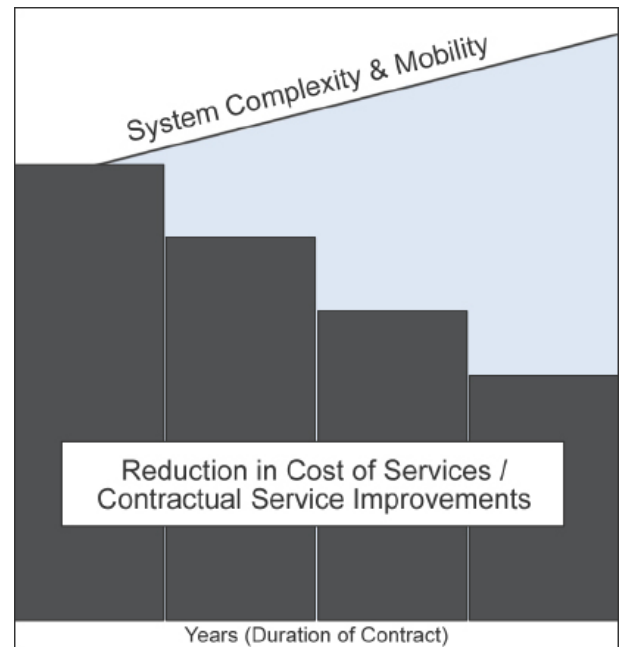
Margins for IT service companies are already squeezed by the budgeting and contracting process. To complicate matters more, IT outsourcers must navigate industry regulations that govern their clients. This also has an impact on margins.

While the support organization may increase efficiency through a particular technology, ensuring security for that technology often introduces obstacles that eat away at efficiency gains. In addition, security requirements are rarely uniform across clients. What comprises secure support for one client may not be considered adequate by another, especially when the IT outsourcer serves customers in more than one regulated industry. Rarely can one technology satisfy each client’s security requirements.

In summary, IT outsourcers face growing pressure on profit margins. With its increased complexity and mobility, the changing support environment demands a broader IT presence. Outsourcers generally respond to this demand either by deploying specialists on-site, which is costly, or adopting remote technologies that are difficult to secure. Finally, security requirements, which often vary per customer, drain these efficiency gains.

How can IT outsourcers

- Support an increasingly complex and mobile environment?
- Satisfy each customer’s unique security requirements?
- Deploy IT talent in a cost-effective manner?
- Consolidate multiple support tools with a single solution?
- Increase efficiency for bigger margins over time?



“The trend toward remote employees is not expected to be reversed, and the dependence on technology will not lessen. Therefore, support services organizations will need to develop innovative solutions to address the support needs of their organizations. These strategies need to be able to address a variety of requirements, including compliance and security.”

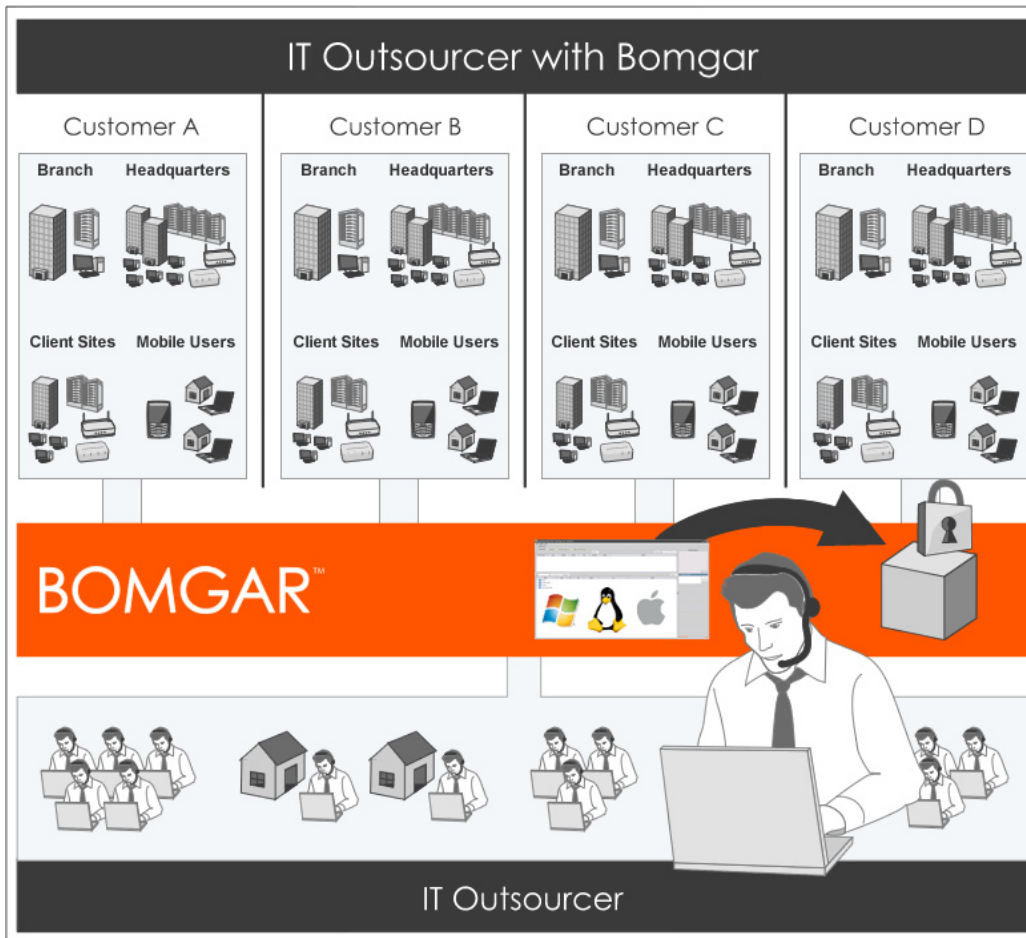


## The Solution

Five of the six Fortune 500 Information Technology Services Companies and hundreds of other IT outsourcers have overcome these challenges with Bomgar. Bomgar virtualizes support, allowing organizations to respond to incidents effectively and securely without deploying staff on-site. Bomgar makes two critical support activities possible:

### 1. Support a Decentralized Environment

By virtualizing support, Bomgar answers the demand for increased IT presence. With Bomgar, support staff can be virtually present wherever they are needed without traveling on site. Virtual support staff can even help multiple clients at once for greater efficiency.



“The Bomgar platform has enabled us to very easily take on the role of a 'Virtual IT Department' for many of our existing customers, and we are able to leverage that service to other new prospects as well.”



“Bomgar allowed us to engage our highly technical resources in a more cost effective manner to bring resolution to the end user.”



### 2. Centralize Support Administration

Bomgar also simplifies support administration. Administrators can deploy specialists virtually to any customer or system, customize security settings for individual clients, and monitor support activity from a central interface.

Bomgar enables your support organization to:

- Support Windows, Mac, Linux and mobile devices remotely
- Define and automate unique security settings per client
- Deploy specialists on site virtually, rather than physically
- Replace multiple tools with a single, unified support solution
- Improve profit margins by increasing support staff efficiency

## The Results

Bomgar turns physical support staff into shared virtual resources. Bomgar's process of support virtualization has a number of results for organizations who implement it:

- **Virtual presence:** Virtual support staff perform less on-site visits because they do not have to be physically present for support.
- **Increased efficiency:** Single incidents no longer monopolize support staff time. Virtual staff can assist multiple clients at once.
- **Better administration:** Bomgar lets administrators deploy support staff effectively and enables visibility into support activity.
- **Granular security:** With Bomgar, unique security rules can be set for each client, each support team, and each support rep.

IT services organizations who have virtualized support with Bomgar are seeing powerful results, such as:

- Improved rep capacity by 30%
- Increased first call resolution by 70%
- Decreased in incident-handling time 50%
- Reduced escalation to second-tier support by 50%
- Replaced multiple point solutions by standardizing on Bomgar

“With Bomgar, we performed over 10,000 virtual support sessions and over 400 vTrips [virtual service trips] last month alone, saving both time and money for our company and our clients, and reinforcing our reputation as the nation’s banking technology leader.”



“By virtualizing support services, organizations are also able to reduce the number of costly onsite support services visits.[. . .] Technical specialists do not have to be deployed in every location they are required to support.”



## How Bomgar Works

Bomgar works transparently through corporate firewalls, giving support reps virtual access to remote computers whether they are attended or not. Using Bomgar, a virtual support rep can control the mouse and keyboard of remote computers. This enables support staff to take virtual trips to client sites and work as if physically present.

Bomgar logs and records every session, ensuring that virtual support is more accountable and secure than on-site dispatches. And Bomgar sessions last only for the duration of the call, leaving no footprint on the remote computer.

