

ITI Case Study

IT outsourcer makes their support staff virtual and lowers travel costs with remote desktop support appliance

The Challenge

For 30 years, Information Technology, Inc. (ITI), a subsidiary of Fiserv, Inc., has provided technology solutions for the banking industry, where security is of paramount importance to the company's bank clients and their customers.

ITI has 50-100 employees dedicated to providing remote support. Traditionally, the company would use remote support tools for troubleshooting and support of customers, but it was common for staff to spend up to two weeks a month traveling to client sites to conduct training and install software.

"Our primary use for remote presence tools had always been for sales presentations and end user support," said Phil Demuth, ITI VP and Head of Internal Systems. "Then, several years back, ITI started offering limited 'vTrips' (virtual trips) to our clients for software upgrades. This new service was immediately accepted, and we soon recognized vTrips as an emerging service channel."

For ITI's new service offering to be most effective, however, a solution would be needed that could essentially "virtualize" the company's staff, ensuring greater productivity and use of company resources. Further, since financial institutions operate in a deeply regulated environment, it was also important for the solution to meet the stringent security and audit needs of both ITI and its clients.

Prior to adopting the Bomgar solution, ITI had been using a solution that required it to "pay by the drink." Initially, this approach was fine because the company was using the solution only for emergencies. But as the use of clientless remote support expanded, costs became a greater consideration, due to the licensing structure.

The Solution

The Bomgar solution enables companies to verify exactly who has been on the system and what actions did they take. These security features made the Bomgar solution very appealing to ITI. Additionally, ITI was impressed by Bomgar's willingness to continue to develop and enhance the product for security and functionality.

After an extensive evaluation process, ITI selected Bomgar's appliance-based remote support software as the foundation for its vTrips – a service designed to decrease the number of onsite client visits – eliminating the cost and productivity issues caused by travel. Using Bomgar, now ITI can easily install upgrades to its customers' software, as well as provide user training and product support to its banking customers.

The onsite deployment of Bomgar's software also ensures data from ITI and its clients remains securely within the confines of the network. Additionally, Bomgar enabled ITI to record and play back vTrip sessions, providing insight into who was in control of the session at any given point, enhancing auditability.



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vTrips provide clients with immediate, on-demand service – even in less than ideal circumstances. For example, if end of the month business processes need to be completed and a client’s employee is out unexpectedly, or if a critical server has crashed and services provided by the bank are off-line, ITI clients can call and get instant technical assistance with vTrips – significantly improving customer loyalty and satisfaction.

Finally, with vTrips, ITI can be sure its customers’ regulated business environment maintains continuity in the event of an emergency or disaster. By implementing vTrips and creating a remote failover site, ITI ensures that in the case of unforeseen disaster, the company can still conduct business with its clients. ITI employees can still perform all of the company’s software installation, configuration and consulting services regardless of location.

“Our clients are obligated to their stakeholders and shareholders to detail disaster recovery and business continuity plans. IT systems performed by ITI’s employees are now available to clients at any time with the help of Bomgar,” said Demuth.

The Results

The Bomgar solution has enabled ITI staff to increase access to remote presence by more than 300%, of which 27% is revenue generating, and improve overall customer satisfaction.

Using Bomgar for its vTrips, ITI is now able to put together packages including virtual implementations and training, allowing clients to pick the package that best suits their needs and budgets. Based on initial feedback, ITI’s clients are pleased, because they gain increased flexibility with regard to deployment timelines and realize the savings associated with the cost of travel.

“Prior to installing the Bomgar solution, deploying one of our banking solutions could require up to five visits to the client location, depending on the project,” said Demuth.

ITI’s employees like the solution because it cuts down on their travel, which for some was as much as two to three weeks per quarter. Finally, from a corporate perspective, because support staff can dramatically reduce the amount of travel, they are able to redirect efforts to projects that generate more revenue, including installations and upgrades. For ITI, the Bomgar solution has enabled both an increased revenue stream and reductions in support costs.

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About ITI

Founded in 1976, Information Technology, Inc. (ITI) works closely with many of the best-known technology vendors in the world, and has grown to incorporate businesses and offices nationwide. ITI is a subsidiary of Fiserv, Inc., a Fortune 500 company that provides information management systems and services to the financial and insurance industries.

About Bomgar Corporation

Based in Ridgeland, Miss., Bomgar Corporation specializes in appliance-based solutions for remote control support. Bomgar allows companies to connect to remote clients and co-workers via the Internet anywhere in the world, in less than 10 seconds. The company is the only provider in the industry offering an appliance-based solution, providing companies with an unparalleled level of security and the ability to scale efficiently. Backed by venture capital, Bomgar has grown steadily since its inception in 2003, securing more than 4,000 customers in all 50 states in the US and over