

Case Study: Support for Remote Clients Raising the Bar at CSC



“When you’re dealing with government agencies or healthcare organizations, security, logging and auditability is paramount. We needed a tool that could provide both help desk efficiency and best-in-class security.”

Luc Poirier, Global Desktop Systems Management Engineering Manager | CSC

With 92,000 employees and \$16 billion in annual revenue, CSC is one of the world’s largest technology services firms, serving commercial and government clients all over the world. End-users requiring support range from the standard office employee to individuals working from the depths of a mine shaft or a carrier located on the high seas.

From IT and business process outsourcing to operating a client’s entire IT infrastructure, CSC has a global service desk team of over 5,000 technicians that is integral in the management of each client’s unique IT strategy and demands. To maximize the efficiency of its support organization, CSC decided in early 2006 to standardize with a single, effective remote support solution.

The Challenge

The geographic dispersion of CSC clients is just one challenge facing its help desk. With major support centers distributed across the globe, there are language and cultural barriers to overcome as well as multiple platforms to support. And because many CSC clients are in highly-regulated industries such as government, healthcare and banking, remote support processes must be compliant with a host of federal security and privacy regulations.

“In some cases, our clients aren’t sitting behind a desk somewhere. They’re using a satellite link to resolve an issue out in the field – often in a place where IT support is critical to their safety or mission.”

Luc Poirier, Global Desktop Systems Management Engineering Manager | CSC

Previously, CSC had used a combination of applications to access certain client desktops. Many of these tools did not provide the required encryption needed to connect securely, and they either did not have sufficient logging and reporting capabilities for auditing or created disconnected silos of reporting data.

CSC began its evaluation of remote support solutions with several key criteria in mind. The system of choice would provide a high level of security, include advanced logging and tracking capabilities, not leave a residual footprint, and ensure connectivity even in sub-optimal conditions.

The Solution

CSC turned to Bomgar to help them overcome these challenges. With a flexible licensing model that suited their sizable help desk, the solution enabled them to provide better support to more environments. In addition to improving their international support services with a multi-language, multi-OS user interface, Bomgar also proved to work in challenging environments where issues like high latency and limited bandwidth are common.

Even more importantly, Bomgar answered security and privacy concerns. By default, Bomgar sessions are user-initiated, which is required by CSC policy. The customer must call the service desk to initiate the remote desktop support session and remain present and in control for the duration. Bomgar’s extensive logging and reporting capabilities also enable CSC to keep a central audit trail for all remote support activity, protecting both the company and its clients. And Bomgar’s integration capabilities make it easy to extract and store reporting data on a central database for archiving and retrieval.

“Implementation of Bomgar was fairly straightforward compared to other solutions we’ve used. When you’ve got 5,000+ support reps in different countries, a unified remote support toolset is extremely powerful.”

Luc Poirier | Global Desktop Systems Management Engineering Manager | CSC

The Results

Today, CSC has 20 Bomgar Boxes located in three major support centers. Bomgar’s ability to support multiple platforms, its strong service desk and security features, and its ability to keep the user in complete control at all times, is driving improved productivity and efficiency at the CSC service desk.

Bomgar’s impact on the CSC service desk has been extremely positive. Calls that were once escalated to higher, more expensive support tiers are now handled in lower, more economical tiers. Clients previously unable to receive remote support due to privacy and security concerns can now connect with confidence.

These capabilities continue to reduce support costs and improve client satisfaction numbers. With Bomgar in their arsenal, CSC is raising the bar for quality support no matter how remote the system may be.

About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client’s unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol “CSC.”

About Bomgar

Bomgar is a solution for enterprise remote support, making support more responsive, efficient and secure with appliance-based solutions that integrate easily into enterprise environments. With Bomgar, customers ensure the quality of every support interaction, strengthen security, and achieve a rapid ROI. Since 2003, over 5,000 customers in all 50 states in the USA and 52 countries have chosen Bomgar as their enterprise remote support solution.