

# ICE Systems Case Study



## Business Problems

- Required an additional customer support channel other than phone
- Recognized a need for a robust audit trail to meet customer requirements
- Required a remote support solution that allowed access to unattended remote systems due to datacenter monitoring services for many customers

## Scope

- Five reps supporting hundreds of end-users across multiple clients throughout Australia

## Results

- Improved customer satisfaction by offering additional services to clients
- Improved first call resolution and incident handling by accessing unattended systems
- Handling increased call volume due to client growth with same support staff

*“With Bomgar, our team can function as a large help desk, offer our customers better service and tackle more issues faster.”*

**Neil Smith,**  
Technical Director,  
ICE Systems

## Customer Profile

ICE Systems is a systems integrator based in Sydney, Australia, specializing in the design, deployment and support of heterogeneous enterprise environments. ICE Systems focuses on providing efficient and cost-effective support to their customers – ranging from small to large businesses spanning multiple industries.

ICE Systems delivers not only technical support but they also help customers develop IT strategies around compliance, infrastructure and systems management. In addition, they work hand-in-hand with technology partners to help their clients solve technology problems and provide data center management services.

## Cross Platform Support Without On-Site Travel

ICE Systems provides support to customers across a variety of platforms – Mac, Linux and Windows. However, with a limited five-person support staff, ICE Systems needed to provide support to their customers without traveling on-site, while still being able to support multiple platforms. ICE Systems required remote access built around high availability that would allow them to support their customer systems whenever, wherever without having to make a trip to the remote location.

## Security Matters: Customers Require an Audit Trail

Because many of their customers are in highly regulated industries with strict audit requirements, ICE Systems needed to be able to trace the path of individual reps and their actions during remote support sessions.

For example, one ICE Systems customer, an Australian governmental entity has two data centers located over 200 kilometers apart, with each site acting as a disaster recovery site for the other, respectively. In addition, this same government agency has over 70 other remote locations with server and network infrastructure that may require remote support at any time, 24 hours a day, 7 days a week. Due to government security regulations, this customer required audit trails to comply with required guidelines.

## Seeking a Secure Remote Support Solution

After realizing phone and field support were not logistically feasible as the company expanded their businesses in Australia, Neil Smith, Technical Director at ICE Systems, sought a remote support solution that provided:

- A higher level of customer support
- A centralized audit trail
- Unattended access to remote systems

*“Bomgar allows Ice Systems’ small support staff to function as a larger organization in a centralized location.”*

## Why Bomgar

After completing a trial of Bomgar’s remote support solution, Smith realized this solution was just what his company needed to solve off-site customer support issues. Since purchasing a Bomgar Box in May 2008, Smith says ICE Systems can now handle more customer incidents faster and access remote systems without involving the customer. In addition, they can provide a detailed report of every click and keystroke for all sessions.

## A Higher Level of Customer Support

ICE Systems is poised for rapid growth and they needed a solution to address this increased support volume. Bomgar allows their small support staff to function as a larger organization in a centralized location. Moreover, while monitoring their customers’ datacenters; support can fix problems without requiring the customer to be present, which improved overall response times.

Smith says they can handle the increase in customer growth without adding the overhead of field staffing. “With Bomgar, our team can function as a large help desk, offer our customers better service and tackle more issues faster.”

## Extensive Reporting Capabilities Provide Session Transparency

Although their customers don’t always require an audit trail, ICE Systems purchased Bomgar for its extensive reporting capabilities to provide their customers insight into all remote support interactions, particularly for those customers in the government sector.