

# STEPHEN F. AUSTIN UNIVERSITY

## University Chooses Appliance-Based Remote Support Solution Over Leading SaaS Solution

Stephen F. Austin University acquired a remote support solution almost by accident. A high-ranking university official received support at home via a remote support trial product. He tasked his team with finding a remote support solution that would help users get support on a more global scale.

Prior to this experiment with remote support, SFASU had traditional phone and foot support operations. Students had access to a walk-in and phone support center. Faculty and staff were able to call for phone support, or in some cases, a student worker would come pick up sickly systems.

While these solutions worked all right, it was clear they needed to find a solution that would let them deliver support remotely.

### THE CHALLENGE

One reason SFASU started seriously researching remote support solutions was a major project to deploy a new ERP system. They saw the value of using a remote support tool to support and train multiple departments including financial services.

With one of the largest forestry programs in the United States, SFAU has several remote sites that require support. A remote support solution could end some challenges other IT staff had with supporting users at the distant research locations.

Several of the university departments have their own support staff, so it was apparent that a remote support instrument could benefit these scattered users and support representatives.

### THE SOLUTION

SFASU evaluated two remote support vendors – LogMeIn and Bomgar. After a month's evaluation they decided to purchase the Bomgar solution for several reasons:

- Quicker ROI. Even though Bomgar was a more expensive product on the front-end, Jason Lisenby, manager of technical support, says they realized a return on investment by the second year they owned it. "We couldn't justify the cost of paying a licensing fee for each individual user," he says.
- Owning the box. SFASU liked that Bomgar was an on-site appliance. Lisenby says that they couldn't depend on the SaaS vendor, LogMeIn, because it was just "one fiber cut away from being cut off from the world." That's not a risk they were willing to take.
- Concurrent licensing. When reviewing the pricing structure, concurrent licensing was the ultimate deciding factor for SFAU in purchasing Bomgar. Lisenby says "there was no comparison after reviewing total cost." They found the named seat model LogMeIn offers to be too costly.



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**Jason Lisenby,**  
Manager of  
Technical Support  
SFASU

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## THE RESULTS

SFASU's Bomgar deployment only took a few weeks. They arranged for the support center to have a number of licenses, and then individual departments including education and forestry put funds toward the cost of licensing for their support reps.

Since Bomgar's arrival at SFASU, Lisenby says they have noticed "significant ability to handle support incidents more quickly."

Two new projects are planned around Bomgar:

- Students supporting students. Students began supporting other students remotely with the product in August 2009. Lisenby says that Bomgar's granular access control gives him the ability to restrict student workers from accessing files on users' computers. For instance, he has disabled students' ability to download files from the users' system.
- Online support portal. Another initiative involves a Bomgar partner, Right Answers. Right Answers' knowledgebase material will be integrated with the Bomgar solution in an online support portal that includes a self-help knowledgebase.

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