

## Remote Support Efficiency Makes Texas Smaller

### The Challenge

Just 11 support staff are responsible for providing IT support and training services to 42 school districts within the Region 14 Education Service Center support area. So how can such a small team serve over 160 campus sites, 200 administrators, 4,000 teachers and 43,000 students dispersed over hundreds of square miles?

*“It’s not just walking down the hall to resolve an issue. Many times, it’s an hour drive to and from the client site. How efficient can a team of our size be if we’re on the road 60 percent of the day?”*

Robb McClellan, Director of Technology Services

The team only has one network administrator to serve the service center and its staff, and as educational funding continues to decrease, most schools have few dedicated IT technicians on site. Technicians at the individual school level are typically teachers or aides who have been asked to wear an extra hat and often have little IT training.

Prior to Bomgar, the Region 14 support team had minimal remote control capabilities. Whether it was an urgent server incident or a routine email support issue, support staff usually had to drive to each client site for most issues.

### The Solution

With more demand for IT support and less funding and resources to provide it, Region 14 began researching remote desktop support options. While some products provided remote support capabilities, many didn’t give sufficient indication to end users that their screens were being controlled, creating security issues. Other solutions also compromised client security by requiring a complex installation process on the user side, but no automatic uninstallation after the issue was resolved.

Two of the primary reasons Region 14 chose Bomgar were ease of use and security. Bomgar has the ability to pass through client site firewalls, but still requires the end-user to grant access before remote control is initiated. Because the solution automatically uninstalls at the end of each session, there is no risk of technicians having unauthorized access to users’ desktops. Finally, users can connect using a variety of different methods – such as an online support portal or email invitation – which makes support accessible to anyone, anywhere.



*“We checked off all of our concerns about security, ease-of-use and implementation when we chose Bomgar. You can’t beat the security and simplicity, and implementation is about as easy as it gets.”*

Robb McClellan  
Director of Technology Services

## The Results

Bomgar has drastically changed the way Region 14 handles IT support, from increases in productivity and resolution times to much-welcomed cost efficiencies. For the IT support team, a server maintenance issue can be resolved in three minutes rather than three hours, which allows them to focus their time and energy on more urgent and/or complicated issues.

The cost savings resulting from Bomgar have also been impressive. Gas savings alone have been significant. In fact, the team increased its travel budget by 15 percent in 2009, but hasn't had to touch a penny of it. Additionally, management staff overseeing the Region 14 support team can connect to the Bomgar Box while traveling to ensure the IT support machine never slows down.

And the support team isn't the only group benefitting from Bomgar. Individual schools and training programs now run more efficiently with far less downtime. Bomgar also enables each school's on-site technician to quickly resolve issues outside of the firewall and focus on their teaching duties.

*"We're working with less budget and more demand on our IT resources. Bomgar lets us resolve multiple client issues at once. It's like adding extra hours in the day."*

Robb McClellan, Director of Technology Services

"Before, we would drive an hour to a client site to fix a 10-minute problem, and then drive back to the office. Bomgar gives us the ability to handle 10 times the support volume without the travel costs."

Robb McClellan

Director of Technology Services

## About Region 14 Education Service Center

Located in Abilene, Texas, the Region 14 Education Service Center provides technology, financial and curriculum support services to over 45,000 teachers, administrators, and students in one of the largest school districts in the United States.

## 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 and 52 countries have chosen Bomgar as their enterprise remote support solution.