

Case Study: Transportation Company Reduces On-Site Support Visits 90% with Remote Support Appliance



The Challenge

ACME Truck Line's seven-man tech support team is responsible for 500 employees located throughout the country. Approximately 80% of these employees are located within the company network or are connected to it via VPN, but the remaining 20% are outside the company network. This is a significant segment of the organization.

Because the VPN client software issues make up a majority of the issues needing attention, finding an effective remote support solution was critical for the team.

While Symantec's pcAnywhere™ could be used to support employees inside of the company firewall, employees outside of the company network had to be supported by phone. This required ACME support reps to relay complex instructions to end-users.

Because of the support team's size and the scope of its responsibilities, on-site visits were often necessary to troubleshoot complex problems and put a strain on its already limited workforce.

"The main thing was getting access to the PCs that we don't have on our network. That was the main selling point. We could do remote installations of PCs that we couldn't get to before with pcAnywhere™."

Shane Fontenot | Network Technician | ACME Truck Line

The Solution

In October of 2006, Shane Fontenot, an ACME support technician, integrated Bomgar into their support processes. He found Bomgar after researching remote software on Google.

Bomgar's architecture enables ACME to support all of its employees, whether they are located inside or outside of the company network.

Because they could support end-users outside of the company firewall with only a few mouse clicks using Bomgar, the technical support staff was able to give phone-only support a proper burial.

"The main thing was getting access to the PCs that we don't have on our network," said Fontenot. "That was the main selling point. We could do remote installations of PCs that we couldn't get to before with pcAnywhere™."

Without the need to pre-install software on the remote systems, ACME began using Bomgar's Jump Technology to gain anytime access to systems on the company network, replacing the much slower pcAnywhere™ for support of internal systems.

For ACME, a key distinguishing factor about Bomgar was the security of the appliance-based remote support solution. With the Bomgar appliances deployed on-site, inside their data center, all sensitive data stayed in-house, not on a third-party server.

ACME Truck Line - At a Glance		
<p>Web: www.acmetruck.com</p> <p>Industry: Transportation</p> <p>Support Team: 7 reps located in Harvey, La.</p> <p>Average Number of Calls: 350 per month</p>	<ul style="list-style-type: none"> • Cut \$1,800 in shipping costs the first six months • Hold times decreased 50% • Call times decreased 20% • Call escalation down 15% 	<ul style="list-style-type: none"> • First-call resolution increased 90% • Cut on-site support visits 90% • Support rep capacity increased by 80%

"We have two Bomgar appliances. The primary one is in New Orleans at our corporate office and the other in Austin, Texas. In the event of a disaster, we simply point our host name to look for the IP address set up at the Austin site."

Shane Fontenot | Network Technician | ACME Truck Line

The Solution (Continued)

Other crucial features for ACME included:

- **Session recording** – This allowed the trucking company to playback sessions for training and quality control purposes.
- **Reverse screen sharing** – Bomgar allows ACME's support reps to show end-users how to do something by sharing their screen. This is a key feature for helping with VPN issues.
- **Dual monitor support** – Since the majority of company computers have dual monitors, Fontenot says, "It is great to be able to switch back and forth."

Headquartered in Harvey, La., on New Orleans' west bank, ACME installed a Bomgar appliance at two separate locations to ensure swift recovery from disasters such as Hurricane Katrina.

"We have two Bomgar appliances," Fontenot says. "The primary one is in New Orleans at our corporate office and the other in Austin, Texas. In the event of a disaster, we simply point our host name to look for the IP address set up at the Austin site. We would then restore a backup from our list of backup files to get the current configuration in sync with our corporate location."

By locating the redundant appliance a sizable distance away from their main headquarters, ACME can ensure that its disaster recovery site is out of harm's way, should a disaster ever occur.

The Results

With four members of the support team handling approximately 350 remote sessions per month, ACME tech support has reduced on-site support visits by 90% and hold times by 50%. These results add up to a 20 percent decrease in total call times.

ACME reports a significant reduction in expenses, especially those related to offsite employees.

"We shipped in a lot of PCs before for things like spyware," Fontenot says. "We reduced shipping costs because we can get into PCs that we couldn't access before and clean up the PC a lot more quickly. [Having Bomgar] prevents [off-site staff] from having to send it in."

Fontenot estimates that ACME saved approximately \$1,800 on shipping over a six-month period because of Bomgar.

Because they can see the end-users' screen, the support team is now able to resolve 90% more issues on the first-call. Escalation rates to second tier support has decreased 15 percent. This increase in productivity has resulted in an 80 percent increase in the team's ability to handle incidents.

Fontenot says these metrics show up in their customer satisfaction surveys. They use Bomgar's built-in, customizable customer exit survey to measure satisfaction.

"We get a lot of good feedback [from customers]," Fontenot says. "The solution is a lot faster and easier to work with than what we used previously."

About ACME Truck Line

Since 1960, ACME Truck Line has been a leader in the transportation of equipment, materials, and supplies throughout the United States. ACME has a fleet of over 1,900 trucks, and operates more than 30 service markets in seven states, 24 hours a day, 365 days a year.

About Bomgar

Bomgar is a provider of solutions for enterprise remote support. Our appliance-based model is designed to make support more responsive, efficient and secure. Since 2003, over 5,000 customers in all 50 states and 52 countries have chosen Bomgar as their enterprise remote support platform. Based in Ridgeland, Miss., the company is one of the fastest-growing software companies in America ranked by the 2009 Inc. 500.

¹ pcAnywhere™ is a trademark of the Symantec Corporation