

Case Study: Healthcare Software Provider Alleviates Support Rep Frustration with Appliance-based Remote Support



Antek HealthWare has been providing software solutions, including LabDAQ® Laboratory Information Systems and DAQbilling® Practice Management Software, to the healthcare industry since 1987. More than 40,000 physicians in the United States rely on Antek's technology to provide better patient care and better business management within their offices, clinics and hospitals across the country.

Antek has to be able to provide fast, effective support for its medical office software products, so Antek support reps must be able to transfer files for the delivery of customizations, updates, and quick fixes without having to physically visit the client's computer.

The Challenge

For a period, Antek attempted to fill this need with a client server-based solution, but as the company expanded its client base, it became clear that this type of software was not up to the task of supporting Antek's nearly 2,000 clients.

Antek's clients had to install the software before any support sessions could be initiated. This required Antek to bundle it with their own software solutions so that they could provide support to their customers, adding to the time and expense of end-user software implementation. In addition, the software required manual configuration of firewalls in order to allow for high-speed connections.

In most instances, Antek's support representatives had to connect to remote clients through dial-up, making the connection extremely slow.

"They were required to get a dedicated phone line, but they sometimes had only one fax line," says Steward Macis, manager of Antek's technical support department. "It became really clunky when we had to get a switch so it would work."

To avoid installing client server software on every remote system on the client's network, the support rep would have to first connect to a client's primary computer. Then, from that computer, they would connect to other workstations using open-source VNC, slowing down the connection still more.

"A normal phone call using a dial-up connection was taking anywhere from 18-25 minutes, which should have taken 8-10 minutes on a high-speed connection," says Macis.

The Solution

In September of 2005, after evaluating several remote support solutions, Antek HealthWare simplified its remote support processes by implementing Bomgar. Instead of going through a long, complicated installation and connection process over dial-up, Antek can now support its customers without any firewall configuration or pre-installation of a client on the end-user's computer.

"Before [Bomgar], I would walk around, and I would see people pulling out their hair, lights blinking, phones buzzing and I wonder, 'Are we ever going to get the work done?' And that was just trying to connect," says Macis, who made the final decision to purchase Bomgar. "Now, it's flawless. There's less frustration and a decrease in call times, which allows us to do more with less."

Antek HealthWare - At a Glance

Web: www.antekhealthware.com

Industry/Solution: Healthcare software solutions for the healthcare industry including lab, billing and practice management suites

No. of Support Reps: 40

No. of Clients: Over 2,000

No. of Sessions/Month:
Over 3,000

Average Call Time:
6 minutes, 12 seconds

Key Metrics:

- Reduced call times by 33%
- Increased incident handling capacity by 20%
- Increased first-call resolution by 20%

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Steward Macis | Technical Support Manager | Antek HealthWare

The Solution

To simplify things even further, Antek has created an additional shortcut to the connection process. "On the welcome screen of our software, we've created a link," says Macis. "When a client calls in and says, 'I need help,' normally we would tell them to go to the Internet and go to this address; it's so long they misspell it, and it takes them five minutes. With the link they just click on it and they go to our site. It makes our software even slicker."

The Results

Now, approximately 40 Antek support reps use Bomgar. Antek's technical support department handles an average of over 3,800 support incidents per month, and Bomgar is used on 75-80% of these incidents. In a period of nine months, average call times decreased by 33%, from 9 minutes, 5 seconds to 6 minutes, 12 seconds.

First-call resolution and incident handling capacity both increased by approximately 20%. "The first month, we could feel the impact, as we could handle more calls in the same amount of time," said Macis.

This means less downtime for Antek's customers and a much smoother support experience for both the support rep and customer. "The level of frustration is a lot less," says Macis. "Every single employee in this company patted me on the back twice, telling me I'm a genius."

About Antek HealthWare

Antek HealthWare (www.antekhealthware.com) is a leader in the development of innovative software solutions for the healthcare industry. The LabDAQ® Laboratory Information System is the trusted source of laboratory information used by thousands of physicians and laboratory professionals every day. LabDAQ® can be found in virtually every clinical laboratory environment, including hospitals, clinics, physicians' office labs, and reference laboratories. DAQbilling® Practice Management Software Solution is an Application Service Provider (ASP), offering lower start-up costs along with easier implementation and maintenance than traditional medical billing software packages.

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.