

UGA Sales Contact: **Scott Rowe**  
 770-407-1831  
[srowe@bomgar.com](mailto:srowe@bomgar.com)

Demo Link: <http://www.bomgar.com/live-demo-registration.aspx>

## Key Reasons For Choosing Bomgar

### Support More Operating Systems

- Windows, Mac, Linux, Windows Mobile, Blackberry, iPad, iPhone, Android

### Bring Remote Support From The Cloud To Inside The Firewall

- Appliance Based Support

### Consolidate Remote Support

- Support servers and routers

### Lower Long-Term Total Cost Of Ownership

- Bomgar is perpetually licensed per concurrent rep
- Not named seat

## University Customer Quotes:

**"The overall application was far superior to any of the other solutions. The selection of Bomgar was a unanimous decision made by a committee of 13 people from many different areas of campus."**

Help Desk Manager, Office of Information Technology, CMU

**"We chose Bomgar over the others because we couldn't depend on SaaS vendors. It was just one fiber cut away from being cut off from the world. That's not a risk we were willing to take."**

Manager of Tech Support, Stephen F. Austin State University

**"When your toughest critic takes the time to call and say they're amazed by how quickly and easily you were able to resolve an IT issue, you know you've got the right mix of remote support tools in place."**

Associate Director of Information Systems

## Bomgar's Industry Recognition



## Case Studies



### Business Problems

- Needed support solution to accommodate an increasingly geographically-dispersed group of users
- Required a remote support solution with cross-platform capability
- Meet requirements of tech-savvy students, including click-to-chat

### Scope

- 110 support reps
- 5,000 Faculty/Staff employees
- 25,000 + students, including remote

### Results

- Improved overall client satisfaction scores
- Decreased time-to-resolution
- Reduced the number of overall escalated calls
- Improved productivity with the support desk team

**"Since implementing Bomgar, we're finding average time-to-resolution is less than half when comparing chat support with phone support, the students at CMU would agree."** Help Desk Manager, CMU



### Business Problems

- Current solution does not support Windows, Linux and Mac environments
- On-site assistance was not cost efficient
- Needed to improve time-to-resolution
- Required an on-site, secure, easy-to-use support model

### Scope

- 20,000 students, faculty, and staff

### Results

- Experienced ROI in less than 6 months
- Dramatically reduced the number of on-site dispatches
- Improved technician productivity

**"We have to provide support to all of our users regardless of what operating platform they use [...] Bomgar gives us the ability to support Windows, Linux and Mac environments all with the same software tool."** Departmental IT Resource Team Leader, MIT



### Business Problems

- Not able to support multiple operating systems including Windows PC, Mac and Linux.
- Required a more robust solution to support more users without adding head-count
- Inconsistent support delivery

### Scope

- 50-person IT team
- 5,000 students, staff, and faculty in the classroom and in the field.

### Results

- Improved support delivery and now provides the same quality of support to students and faculty calling in from Botswana as they are to those calling in from an on-campus research building.
- Improved customer satisfaction with students and faculty
- Streamlined overall processes

**"When your toughest critic takes the time to call and say they're amazed by how quickly and easily you were able to resolve an IT issue, you know you've got the right mix of support tools in place."** Johns Hopkins Bloomberg School of Public Health

## A Few of Bomgar's University Customers and Key Accounts:

