

BANKTEL SYSTEMS

DELIVERING AN EXCEPTIONAL END-USER EXPERIENCE



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BONNIE BAKER

DIRECTOR OF INFORMATION TECHNOLOGY

BankTEL Systems is a premier provider of financial accounting and cash management software applications for financial institutions. With more than 1,000 clients throughout the United States and multiple international locations, BankTEL has a number of offerings that help financial institutions cut costs, increase deposits, and automate their internal processes. Through its cost-effective software and an emphasis on customer service, BankTEL offers top notch support and product offerings that fit the unique needs of each client.

BankTEL had used WebEx to perform remote tech support for approximately nine years. With WebEx, the company’s seven support representatives found that customer end-users often had difficulty following instructions and performing the tasks necessary on their machine to enable a remote support session. Additionally, the remote support team frequently had difficulty maintaining connections to customer servers.

“We were finding that connecting to a user’s computer sometimes took five to fifteen minutes if they weren’t very computer savvy, because they had to execute a series of tasks and often had trouble doing so,” said Bonnie Baker, director of information technology for BankTEL. “Sometimes the issue could be resolved in one or two minutes once connected, so spending fifteen minutes just to get connected wasn’t acceptable. We also had difficulty establishing reliable remote connections to our customer’s servers, which meant we had to involve their on-site IT personnel in the process. We needed a solution that would make the process easier for our end users.”

FINDING A QUICKER WAY TO OFFER REMOTE SUPPORT

When the company’s contract with WebEx came up for renewal, Baker and other members of BankTEL’s executive team began evaluating alternative solutions, including LogMeIn, Citrix GoToMeeting and Bomgar. The solutions were compared based on functionality, features and overall cost. After a trial of each solution, Bomgar’s ease-of-use and Jump Client technology, which allows support techs to quickly connect to end systems, set it apart from the other tools.

“Bomgar was much more intuitive to use than the other solutions we evaluated,” said Baker. “And I immediately saw the value of the Jump Client feature, which allows me to quickly and reliably take control of our servers or an employee’s computer to fix an issue or perform maintenance. It is clearly a tool designed for remote support, unlike WebEx, which is a meeting solution that doubles as a remote support tool. Bomgar makes the support process easier for our customers, which was our primary goal.”

Another feature that set Bomgar apart is its appliance architecture. “We are a solutions provider for financial institutions, so security is an important consideration. Having the Bomgar appliance within our firewall, rather than using a cloud-based remote support solution, enhances our security and protects against the introduction of viruses as well.”



REDUCING TIME-TO-RESOLUTION DELIVERS BENEFITS

Bomgar is proving invaluable when it comes to supporting the needs of the company's more than 1,000 customers, each of which have anywhere from one to dozens users. "We get a constant stream of phone calls to our customer support line. Typically, customers just need help with things like learning how to perform a task with our software or installing a new workstation. Once a case is logged, the first thing our support reps usually do is remote into the customer's system to take control and see what's going on. It's much easier than spending valuable time asking the customer to execute a series of commands themselves," said Baker.

In a typical month, BankTEL's remote support staff handles approximately 2,000 support calls. In addition to installing and supporting its software on servers at customer locations, the staff supports employee devices, including PCs, laptops, tablets and VoIP phones. "Since implementing Bomgar, we've seen a six percent increase in calls that are resolved in ten minutes or less, which is great since it sometimes took ten or more minutes previously just to establish the connection," said Baker.

BOMGAR'S ROBUST FEATURES SUPPORT THE CUSTOMER FOCUS

Bomgar has enhanced management's ability to oversee remote support operations as well. BankTEL's vice president of support and implementations has the ability to join sessions at any point to monitor activity taking place. Management did not have the capability to monitor sessions with the company's previous remote support tool. Having the ability to produce session audit trails is also important for the company, which are helpful when it undergoes periodic SSAE 16 service organization accounting audits.

Additionally, collaborating and passing cases from one support rep to another is easier with Bomgar. "We were able to transfer cases with WebEx, but it was a cumbersome process. It is very easy with Bomgar. We also like Bomgar's Chat feature, which allows us to collaborate when necessary to troubleshoot an issue," Baker explained.

Overall, Baker sees Bomgar as an important complement to the company's software products. "Providing outstanding support to our customers after we install our software is one of our main focuses. Bomgar is a great fit for us because it gives our support reps the tools they need to quickly help our customers in whatever capacity they need assistance. That is vital to our customers' experience and our company's reputation."

ABOUT BOMGAR

Bomgar provides remote support solutions for easily and securely supporting computing systems and mobile devices. The company's appliance-based products help organizations improve tech support efficiency and performance by enabling them to securely support nearly any device or system, anywhere in the world — including Windows, Mac, Linux, iOS, Android, BlackBerry and more. More than 8,000 organizations across 65 countries have deployed Bomgar to rapidly improve customer satisfaction while dramatically reducing costs. Bomgar is privately held with offices in Jackson, Atlanta, Washington D.C., Paris and London, and on the web at www.bomgar.com.

