

SORA TECHNOLOGIES

REMOTE SUPPORT CAPABILITIES THAT HELP DRIVE A MANAGED SERVICE PROVIDER'S SUCCESS



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JACOB ADAMS
FOUNDER

Sora Technologies is a managed service provider that operates as an enterprise-class IT department for small and medium-sized businesses. Headquartered in Peoria, Illinois, Sora offers its clients a fast, reliable network, fixed technology support costs, and peace of mind knowing that everything in IT is under control. Working with Sora Technologies gives companies true control over the cost, performance, and effectiveness of information technology.

Prior to launching Sora Technologies in 2010, founder Jacob ("Jake") Adams evaluated a number of companies that offered remote support solutions, knowing that high-level remote support would be an integral part of the business.

SEEKING A SOLUTION THAT COMPLEMENTS A BUSINESS MODEL FOCUSED ON CUSTOMER NEEDS

"When I started the company, our business model was based on the idea that we would do 80 percent of our work remotely as well as maximize the number of devices we could support per technician," said Adams. "Obviously, the remote support tool we chose would have a direct impact on successfully executing this business model." Adams knew that a friend used Bomgar for remote support in his managed service provider business and therefore included it among the solutions he considered.

In addition to Bomgar, Adams evaluated Cisco Webex and Kaseya VNC as potential solutions. It quickly became obvious to Adams that Bomgar was the best choice. "One thing that really jumped out at me that was distinctive about Bomgar was the breadth of its security capabilities," said Adams. "We serve many clients in both the healthcare and financial services industries and security is a top priority for them. I was pleased to learn that Bomgar encrypts all data with 256-bit encryption. Bomgar also records sessions and removes itself from end-users' computers when sessions end. These features support compliance with HIPAA as well as Sarbanes-Oxley, PCI and other financial security requirements. That gives our clients—and us—peace of mind. The other solutions didn't have the same level of security."

Sora Technologies is using Bomgar to manage vendor access to its own systems, which enhances security as well. Bomgar's Embassy feature is a way to allow secure, auditable, cross-platform remote access from vendors who need to regularly access Sora's systems. Sora can create an Embassy for each and every vendor, and granularly control what each can or cannot access. Creating Embassy teams is a much more secure and manageable alternative to giving individual vendor representatives VPN access to their internal systems. With Bomgar's session recording, Sora can now track every action its vendors take while remotely accessing their systems.



AN INTUITIVE, FEATURE-RICH INTERFACE ENHANCES PRODUCTIVITY

Another important attribute that set Bomgar apart was ease of use. "It is hard to overstate how important a good user interface is when it comes to remote support solutions," said Adams. "With Bomgar, I can spend less than an hour showing a new service technician how to use the console, and within a few days they are comfortable using all the features at their disposal. The other solutions I've used have a more complicated interface that is difficult to learn and require end users to grant permissions or follow other instructions to initiate the session. With Bomgar, we are able to quickly establish connections with client devices with minimal help on their end. That enables us to deliver the high level of service we always strive to provide."

Adams noted that Bomgar's interface and feature set enhance productivity as well. "I like that our technicians can open many different sessions and organize them on tabs across the top of the console, just like a browser on the Internet. Often, a technician will have to wait for the user's computer to run a scan or an update. The multi-session capability allows them to work other sessions during that down time. That definitely increases productivity and lowers overhead by reducing the number of people we need to support our clients."

To enhance productivity even further, Sora uses Bomgar's Canned Scripts feature, which allows them to preprogram common troubleshooting steps that technicians can execute with a single click. Scripts can be used to automate steps for routine diagnostics, troubleshooting, and remediation. They can also reference a file for more involved tasks, such as updating patches or installing software on a remote desktop.

SUPPORTING THE COMPANY'S CONTINUED GROWTH

Looking forward, Adams plans to take advantage of more of Bomgar's robust capabilities. "We plan to incorporate Bomgar's Intel vPro integration soon. That will give us BIOS level control of a user's machine and enable us to troubleshoot and resolve issues below the operating system level. We are also considering moving to one of the many ticketing management systems with which Bomgar integrates."

Summing up his company's experience with Bomgar, Adams views the solution as a critical component in the present and future success of Sora Technologies. "In business, you are always balancing between growth objectives and quality objectives. Bomgar is a solution that can scale with us and ensure we are maintaining quality at the same time. It's a best of breed solution that is providing an exceptional return on our investment. As a business owner, that makes me very happy."

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.

