WILKES COUNTY, NORTH CAROLINA

MAINTAINING HIPAA & SECURITY COMPLIANCE WITH BOMGAR SOLUTION

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GREG ADAMS
IT SYSTEMS ADMINISTRATOR

Located in the Blue Ridge Mountains in the northwestern part of North Carolina, Wilkes County covers 760 acres and is home to nearly 70,000 residents. The county government is responsible for providing essential services to its residents, as well as ensuring public safety, promoting education, protecting the environment, fostering economic development and enhancing quality of life.

Wilkes County's IT department supports approximately 400 county employees and 700 computers, servers and other devices located in 17 county sites. Major sites include the sheriff's office, health department, landfill, animal control and the airport. Before the county implemented Bomgar as its remote support solution, the IT department used Windows built-in freeware tools to provide remote support to users. However, this software was not always effective, and trips to the county sites were often required to assist users.

"We frequently had to travel to our locations across the county to simple, perform routine tasks, such as installing a printer on a user's machine, because we couldn't accomplish these things using our remote capabilities," said Greg Adams, IT systems administrator for Wilkes County. "It could only be described as an expensive and inefficient approach to IT support."

When a decision was made to roll out laptops to the sheriff department's patrol unit, Adams knew that finding a new tool for supporting those devices when the sheriff's staff was out on the road was critical. Adams evaluated a number of remote support solutions, including Citrix GoToAssist and LogMeIn Rescue, but it quickly became apparent that Bomgar best met the county's needs.

MEETING REGULATORY REQUIREMENTS

"For security reasons, I knew I wanted a remote support solution that was not cloud-based. Having the Bomgar appliance on-premise has proven to be an important feature because the FBI CJIS rules have increased requirements for secure communications. Similarly, we have to meet HIPAA requirements for our health department," said Adams. Bomgar's solution is purpose-built to give tech support professionals secure access to any system or device on any network without changing firewall or network settings or pre-installing client software. All chat and support actions performed remotely to troubleshoot systems are encrypted as well as logged and recorded. As a result, Bomgar's unique appliance-based solution provides the most comprehensive set of compliance and security features for remote support.

"HIPAA requires encryption for a great deal of data. The advantage of having Bomgar is that I don't have to worry when I'm accessing a health department PC remotely that a third party may intercept the traffic, because it's encrypted," said Adams.

Adams also likes the ease with which remote sessions can be established. "With Bomgar, I don't have to use Microsoft's cumbersome remote desktop protocol (RDP) to connect to devices. I can just open my Bomgar rep console and jump straight into PCs and servers to update them, whether I'm at the office or at home at night. I didn't have that console level access using RDP."

REDUCING EXPENSIVE AND TIME-CONSUMING TRAVEL TIME

With Bomgar, Adams is able to support almost every issue remotely, avoiding the need to travel to assist users. "We have quite a few applications that are state-based and on the web. They are all different, so it really helps that I can jump on the user's machine and see what is going on. And if for some reason I can't connect to their machine, they can go to our support portal and I can help them from there," said Adams.

Having the Bomgar solution has dramatically reduced the amount of time Adams spends traveling to county locations. "Traveling to many of our locations could take up to an hour out of my day. That was a lot of time to spend for something as small as the need to install a printer. Bomgar is saving me almost more than 50 percent of the time I used to spend out in the field," said Adams. Now, Adams and one other support rep are easily and successfully handling 20 to 30 calls a day from county employees.

Looking forward, Adams is planning to take advantage of additional Bomgar features, such as Intel vPro support, which will enable the support team to remotely troubleshoot and resolve issues below the operating system level using Intel technology. With this feature, Adams will be able access devices powered by Intel® Core™ vPro™ processors to power up or down and reboot PCs, read and update the BIOS, re-image the drive, and more, all from a remote location.

"As our county government continues to grow, I know I have a remote support solution in place that ensures secure, effective remote assistance for our users. The bottom line is that Bomgar just makes my job a whole lot easier," Adams concluded.

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.