

EAT'N PARK HOSPITALITY GROUP

ASSURING SECURITY AND BETTER CUSTOMER SUPPORT FOR EVERY ENVIRONMENT



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MIKE CASTILLO

DIRECTOR OF NETWORK INFRASTRUCTURE

Eat'n Park Hospitality Group, founded in 1949, began in Pittsburgh's South Hills with the business model that customers could drive their car and park at the restaurant while being waited on by waitresses on roller skates. Today it's a franchise with 75 locations, and has become an indoor-dining family restaurant with some locations open 24 hours a day.

Over the years, the Pittsburgh-based company expanded into other food service ventures including offering quality dining services to colleges, universities, corporations, senior living communities and hospitals. Overall, Eat'n Park Hospitality Group operates in 150 locations with approximately 10,000 employees.

With a desire to improve IT support for users, and in response to growing concern and regulation about data security in the payment card industry (PCI), Mike Castillo, director of network infrastructure and security for Eat'n Park Hospitality Group, began a search for a solution that would provide better remote technical support to its locations while meeting compliance requirements.

SEEKING A BETTER OPTION FOR SECURE AND PROACTIVE REMOTE ASSISTANCE

Castillo's goals included the ability to centralize support for the company's users, provide high level security with multiple authentication mechanisms and enable the IT support team to establish connections with and monitor devices 24 hours a day. After careful consideration of security and functional requirements and comparisons against other solutions, Castillo discovered Bomgar. Castillo immediately liked Bomgar's on-premise approach, which would make it possible to integrate the remote support solution within the company's data center and network infrastructure.

Connecting with Bomgar, Castillo brought a demo unit in-house to make sure that it would meet the requirements of Eat'n Park's broad food service environments. It did—and very quickly Castillo made the decision to move forward and purchase the solution for his technicians.

"What I really liked was that Bomgar provided us with a centralized remote support solution that worked with all of the systems in our environment. All of our field systems could be accessed using Bomgar, and the solution offered a portal where we send our users for support," said Castillo. "For us, it was an instant win. The technologies we were using at the time weren't that robust so our support teams took to the Bomgar solution right away. We've had very few issues in terms of rolling it out and getting people used to it."

STREAMLINING THE PROCESS

Castillo likes the fact that help desk sessions can be initiated quickly and effectively using Bomgar. If a user is having a PC-related problem, such as a problem with a software application, they are referred to a support site or emailed a help desk ticket and a session can be initiated with the click of a link. "Within 60 seconds, we're able to get into someone's system, take control and assess the problem," said Castillo. "That's a typical scenario for how we use Bomgar to support the approximately 10,000 calls we field each year."

Eat'n Park is also taking advantage of Bomgar's jump technology, which allows the company's 16



technicians to proactively support any of its fixed environments, such as a point of sale (POS) system. "In the morning when we are doing reporting, if we discover a technical issue at a site, such as not handling the end-of-night processing correctly, a technician can log into that location through Bomgar, fix the problem and move on from there. If we had to wait until they became aware of the problem it might be two days later. So Bomgar really enhances our ability to proactively support our systems and monitor and perform maintenance 24 hours a day," said Castillo.

BOMGAR MEETS THE GOALS

Bomgar's ability to provide a higher level of security has enabled Eat'n Park to maintain control over its network integrity when working with vendors. "When getting support from a vendor, such as our payroll system provider, the traditional approach was for them to ask us to connect to a WebEx or some other thirdparty tool. We take a security risk when giving someone outside our network access to our environment. Now, we make them log in with Bomgar, and I can control what they can and can't do and know that their application will uninstall whenever the session is closed. This is another huge advantage," said Castillo.

The Bomgar solution is helping Eat'n Park's IT support team enhance their internal collaboration as well. "We are really benefiting from the ability to share remote support sessions, which Bomgar's solution makes possible. I can have a manager monitoring a session or I can have someone on my team say 'Hey, I have a patch to fix that problem. Let me share it with you.' It's a functionality that we leverage every day," said Castillo.

Castillo sees other advantages with the Bomgar solution on the horizon. "They are coming out with an iPad application very soon, which will allow our technicians to provide support no matter where they are, without having to go to a laptop or PC to connect to Bomgar. We are really looking forward to having that mobility."

For Eat'n Park Hospitality Group, Bomgar has provided a robust remote support solution. Mike Castillo sums it up: "Eat'n Park has always been a place designed for enjoyment, and we carry that model across our brands. It's our culture. That not only means keeping our customers smiling. It also means keeping our internal users smiling. Bomgar is helping us do just that."

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 6,500 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.

