

THE NATIONAL SEPTEMBER 11 MEMORIAL & MUSEUM

HELPING A NATIONAL MEMORIAL MANAGE ITS CRITICAL OPERATION SYSTEMS

9/11 MEMORIAL

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SEAN ANDERSON
CHIEF TECHNOLOGY OFFICER

The National September 11 Memorial Museum is currently under construction and will serve as the country's principal institution for documenting and exploring the continuing significance of September 11, 2001. The 9/11 Memorial Museum's 110,000 square feet of exhibition space will be located within the archaeological heart of the World Trade Center site—telling the story of 9/11 through multimedia displays, archives, narratives and a collection of monumental and authentic artifacts.

Numerous operation systems provide critical support for the Memorial's operations, and its IT staff needed a robust and secure remote support solution that would enable them to ensure 100 percent uptime for these systems.

A REMOTE SUPPORT SOLUTION THAT HELPS MAINTAIN CONSTANT UPTIME FOR SERVERS

"We have had nearly 6 million visitors since the 9/11 Memorial opened in September 2011," said Sean Anderson, chief technology officer for the 9/11 Memorial. "We have multiple server systems to handle a variety of functions, such as managing visitors, free ticketing distribution, accounting, point of sale and visitor information. Our ability to manage the number of visitors each day requires 100 percent uptime for these operation systems."

The team of technicians in the Memorial's IT department work in a virtual environment and knew it was necessary to deploy a remote support solution that enabled them to meet the demanding requirement of constant uptime while ensuring security. "It became increasingly important to have a tool that was easy to use, efficient and obviously rock solid from a security perspective. Based on those criteria, there really weren't too many products out there that had the whole package," Anderson said.

"We have numerous vendors that need access to their business systems 24/7 to update them and keep them running," said Stephen Hey, manager of technology infrastructure & security for the Memorial. "We wanted to make sure that these vendors could remotely access their systems without a lot of difficulty, but at the same time, we wanted the ability to control and monitor access. With Bomgar's Embassy feature, we were able to do just that. Bomgar was the only solution that met all of our requirements, particularly when it came to security."

PROVIDING EASY AND SECURE VENDOR ACCESS TO CRITICAL BUSINESS SYSTEMS

Bomgar's Embassy feature ensures secure and limited access for the dozens of vendors supporting the Memorial's many operation systems. With Embassy, the Memorial's IT team can establish accounts for each of the vendors and manage the settings and permissions to manage access within the Memorial's network to the vendor's system alone. Embassy also makes it possible to restrict the activities that can be performed. For example, settings and permissions parameters of the feature include:

- whether file transfer is enabled,
- whether a vendor representative can share a session,
- whether the vendor's access enables full remote control or view only of the end-user's system, and
- whether the vendor must request application-specific control from the end-user.



Creating Embassy teams for each vendor is more secure and manageable than giving vendor representatives VPN access to the Memorial's internal systems. "Bomgar's recording feature also adds to the security of our environment. If we have a question or concern about what a vendor has done, we can log on and playback the video to see every click and keystroke," Hey explained. "We also use the recording feature as a learning tool. Our technicians can playback the video from vendor sessions to learn how to make changes to our business systems themselves."

The vendors have expressed appreciation for the Bomgar's solution as well. For example, with access through Embassy, the Memorial's free ticketing system supplier does not have to perform multiple steps to establish a connection to the Memorial's VPN and then remote from machine to machine to service them. Instead, Bomgar allows easy access with a username and password to a console that displays each of the machines the vendor needs to access. It gives the immediate access required to provide 24/7 support and makes everyone's job easier.

ENABLING RELIABLE 24/7 REMOTE SUPPORT FROM ANY LOCATION

With the 9/11 Memorial open seven days a week, having easy access to Bomgar from mobile devices enhances the ability of the Memorial's support technicians to ensure all systems keep running smoothly. "With Bomgar, our technicians have access to mission critical systems no matter where they are or what time it is. We can access Bomgar from an iPhone, iPad or laptop, whether we are at home, at a conference or anywhere else," said Hey.

Anderson and his team are also pleased with Bomgar's ease of use and reliability. Becoming familiar with Bomgar's interface did not require a lot of training for the Memorial's technicians or vendors. "We provided our vendors with a screenshot and a few instructions and they have no trouble using the tool," Anderson said. "And the solution has been completely dependable. We have complete confidence Bomgar will work whenever we need to use it."

Anderson anticipates even more uses for Bomgar in the future. "As time goes on, we are sure to discover additional ways that Bomgar can support us. But for now, it's helping us in just the way we need. It does the job reliably, gives us a secure way to work with our vendors, and we're using it all the time. It is simply a fantastic remote support tool."

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.

