

LogMeIn Rescue Solves Unique Remote Support Challenges for Fordham University

Fordham University Faces Unique Computer Support Challenges

Fordham University needed an effective way to provide computer support to its 4,000+ faculty and staff members, but were faced with a unique situation; its faculty and staff fully control their issued computers. Compounding the challenge was that many professors and researchers' are extremely protective about who can access their machine and when access can be granted, due to the confidential nature of intellectual property on their computers.

Fordham's IT department has 12 technicians dedicated to supporting its 4,000+ employees across the University's three campuses; and they had committed to a turnaround time of 1-3 days when responding to support requests.

Because the IT staff does not have rights over the computers they support, it presents unique challenges: the computers are not part of a domain, there are no active directory settings in place, and ongoing maintenance for system health occurs on an as needed by user basis.

Due to the distributed nature of the systems, the IT staff realized that remote support was the key. But when they planned to implement an agent-based remote access solution, they were ultimately unable to roll it out due to strong resistance from the users, who didn't like the idea of the IT staff having unlimited, anytime access to their personal computers.

Because the IT team wasn't able to implement remote support as an option, responding to an incident oftentimes meant a 15 minute walk across campus to get to a user's machine, the time required to fix the machine, a then a 15 minute walk back to the IT office – only to find out that the next ticket was in the same building from which they had just returned.

LogMeIn Rescue: No Software Left Behind

Robert Ledee, CIMS Supervisor at Fordham University, was actively seeking a way to provide effective support, yet in a way that addressed the privacy concerns of the faculty. His search led him to LogMeIn Rescue, which he quickly realized met all of their requirements: on-demand, permission-based remote support that automatically eliminates access rights and software from the remote machine when the support session concludes.

The support staff is now able to offer immediate response through the use of LogMeIn Rescue, rather than the 1-3 day turnaround previously required for on-site response, and they are now able to turn incidents around more quickly. The faculty and staff who are receiving support are very satisfied with the results, and benefit from fast response and resolution times, without the need to sacrifice privacy.

The Fordham IT staff now uses LogMeIn Rescue to resolve about 40% of all desktop support incidents, and also can now solve 75% of incidents reported on the same day (as opposed to the 40% same-day resolve rate prior to implementing LogMeIn Rescue).

Organization

Fordham University
New York, NY



Industry

Higher education

Challenge

Support over 4,000 computers leased by the University but managed by faculty and staff: the IT department at Fordham does not operate, or manage these systems, but does support them.

Solution

The Fordham IT staff uses LogMeIn Rescue to support 4,000+ machines, which allows them to access, diagnose and repair machines through remote control but requires permission from the end user before access can occur.

Additionally, all access rights are terminated at the end of the support session, and no software is left behind on the remote machine.

The Fordham IT staff now uses LogMeIn Rescue to address about 40% of all support incidents, and also can now resolve 75% of incidents reported on the same day, as opposed to the 40% same-day resolve rate prior to implementing LogMeIn Rescue.

Given the ease of use and success Fordham has found with LogMeIn Rescue for supporting faculty computers, they are looking to expand their current use to also support the student body.

- » Computers are not part of a domain
- » Active Directory settings are not in place
- » Maintenance for system health occurs on an as needed by user basis

Fordham has realized significant benefits from using LogMeIn Rescue to support its faculty, and is actively considering expanding its use to provide support to its student body of 12,000+ as well.

About LogMeIn Rescue

LogMeIn Rescue is a leading on-demand remote support solution that unites ease of use and security with cost-effective service delivery. It allows technicians to provide temporary, permission-based access to remote PCs, Macs and smartphones – without pre-installing software.

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LogMeIn Rescue at www.LogMeInRescue.com →**