



IT Consulting in Miami, FL

Falcon ITS changes remote support suppliers



Customer

- Falcon ITS
- Headquartered in Miami, FL
- Commercial IT Solutions Provider

Challenge

- Wanted to support customers remotely but needed a tool that was cost-effective and scalable
- Current solution was not meeting expectations

Goals

To implement a remote support solution that:

- Reduces travel costs
- Provides outstanding remote support services
- Facilitates their own corporate green initiative

Results

- Falcon ITS replaced Bomgar box and software with ScreenConnect

Introduction

For the past eight years, Falcon ITS has been providing consulting, infrastructure, and design services to small to mid-sized IT departments in and around Miami, Florida. The company was started by Miguel Fra in 2001 as he saw an increasing need for affordable consulting and design services that were typically only available in larger corporations.

Miguel purchased his Bomgar box back in the early days of the company, but as the hardware began failing and support and service costs increased, he decided he required a more economical solution to meet his needs. Miguel analyzed the market and finally settled on the remote support tool ScreenConnect to fill in the gaps Bomgar had created.

Remaining Agile and Responsive

In the middle of one of the most challenging economic conditions in decades, IT departments and consultants are constantly scouring their bottom lines to see how they can save money, reduce overhead, and still maintain a high level of customer support and satisfaction. Maintaining that high level of customer support and being responsive to customer's needs is a key part of the day to day activities at Falcon ITS, especially the company President Miguel Fra.

"We have helped a lot of our customers do build-outs, update operating systems and hardware, and design and implement total infrastructures," explained Miguel. "Now with the new economy IT directors are more conservative, requiring ways to maintain what they have instead of replacing with something new." This is a trend all over the world; recent announcements from PC manufacturers HP and Dell have noted slow hardware sales for the last several quarters and even reduced projections for the upcoming quarters.

Miguel saw the global economic situation as a challenge and an opportunity for growth. "We started implementing services that could save our customers money by prolonging their current systems and reducing our travel time." Miguel and the team at Falcon ITS have moved primarily to maintenance programs adapting to each customer's specific needs.

- Network reviews and setups that are more controlled, standardized, and secure. This reduced the amount of minor issues the customers were seeing.
- Refurbishing older equipment and providing warranties at a fraction of the cost of new equipment.

“I have completely disconnected my Bomgar box and I am planning on donating it to Florida’s artificial reef program. You have a faster, better product!”

Miguel A. Fra
President - Falcon ITS

- Implementing infrastructures for healthcare companies that need help becoming HIPAA compliant.
- Doing more remote support work to provide faster turnaround for customers.

Remote Support

For the last several years, Falcon ITS has used Bomgar for their remote support work. Utilizing the Bomgar 200, the company found the solution to be quite effective in the beginning. However, hardware failure and skyrocketing service costs led them to evaluate alternative options.

“We originally purchased the Bomgar Box for around \$3000, that plus the licensing costs; we figured for a two to three year ROI,” explained Miguel. “UAC and Windows Vista were causing a lot of problems. We decided we had to upgrade or do something different.” In the middle of planning to upgrade, a storm knocked out power in his office and the Bomgar box overheated and quit working. “Bomgar wanted me to pay \$350/year as well as back maintenance plans totaling \$700 before they would let me upgrade. Considering the box is just a small Linux-based computer with a small hard drive and minimal RAM, it just didn’t seem fair.”

With that in mind, Miguel started evaluating other remote support software applications. During this extensive evaluation Miguel found ScreenConnect, a self-hosted remote support product similar to Bomgar but with no hardware requirements and a lower financial barrier to entry. “ScreenConnect was the fastest I have seen so far. The screen resolution is very crisp and it is a lot faster than Bomgar.”

Comparing Solutions

Bomgar is a perpetual industry leader with a firm foothold in government, universities, and just about every organization that wanted an on-premises application instead of a SaaS deployment. The software is full featured, and though the interface is considered good for the industry, it can be perceived as being a bit difficult to navigate.

Outside of features, Bomgar is known for their “Bomgar Box” a computer that is installed at the customer’s location that perpetuates the security settings, branding, and session

connections between the host and guest. Their box pricing can be as high 5-10k per box and license pricing was last noted at well above \$1000/license.

ScreenConnect was developed Elsinore Technologies. ScreenConnect is an on-premises remote support application with focused development on product ease of use and making sure the product works with as many different computer configurations as possible. ScreenConnect allows hosts to install the application in their own environment ensuring control over branding, security, and bandwidth. ScreenConnect provides a complete feature set including support for customers running Mac, Windows, and Linux computers. Support features such as file transfer, chat, screen recording, remote reboot, and multiple monitor support. But it also provides a very open architecture providing customers the framework for reverse screen sharing, android mobile phone application, and complete product branding and customization.

Support – The ScreenConnect support team is localized in Raleigh, NC, strategically positioned next to development to keep everyone honest and responsive. There is no outsourcing; one hundred percent of product support and development is done on site and through a closed loop development structure (supported by IssueNet). Decisions and changes can be implemented in minutes as opposed to days or weeks as seen in a more restrictive corporate environment. As CTO Jake Morgan puts it, “With a tight development loop between our customers, development, and QA we can often turn around customer requests the same day.”

Results

Ultimately the decision had to be made to pay the back maintenance and repair cost for Bomgar totaling in excess of \$2000 or purchasing the required number of concurrent licenses from ScreenConnect at \$250/license. The team at Falcon ITS chose to replace the Bomgar box with ScreenConnect both to save money and to enhance the overall remote support experience.

By replacing Bomgar with ScreenConnect they had to figure out a good use for their no longer needed Bomgar box. In their fashion of keeping work fun the team at Falcon ITS outlined a few uses for their overheating Bomgar box.

“Since buying ScreenConnect, I have NOT used my Bomgar box at all. Since I paid an arm and a leg for it, I felt guilty throwing it out. So I came up with some creative uses for it”

Miguel A. Fra
President - Falcon ITS



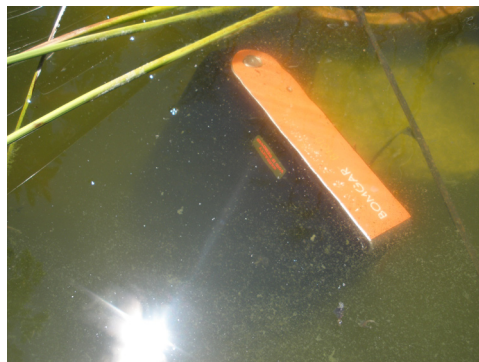
Paper Weight



Coffee Warmer



Door Stop



Artificial Reef

Falcon ITS

Falcon ITS provides small and medium sized business in Miami with comprehensive IT solutions at affordable rates. Their goal is to help customers leverage technology to increase revenue while reducing costs. With more than ten years of experience designing IT infrastructures the team at Falcon ITS are experts in Microsoft Windows Server Technology, Network Security, Computer Repair, and HIPAA compliance. They offer hosting services, maintenance contracts, and help desk support.

Elsinore Technologies

Elsinore Technologies has been an industry leader in on-premises software applications since 1995. The primary product line is IssueNet, an enterprise-level issue management software commonly used to manage software bug and defect reporting, helpdesk ticketing, ITIL, or other issue management needs in manufacturing, product management, and more. Elsinore's second product is ScreenConnect, a self-hosted remote support solution, designed to provide customers with a scalable remote support solution at an affordable price.

About ScreenConnect

ScreenConnect is a self-hosted remote support application that allows users to control the desktop of their customer's Windows, Mac, or Linux computer. Since the program is self-hosted, there are no monthly licensing or support fees. Licensing is concurrent; licenses are linked to the number of active sessions, not the number of support representatives.