



# Fordham University

Getting schooled in unique remote support challenges.



**INDUSTRY:** Education

**HEADQUARTERS:** New York, NY



## CHALLENGE

Among the most highly regarded universities in the country, Fordham University in New York serves more than 8,000 students in its undergraduate and graduate programs. To educate such a large student body, faculty and staff are provided with computers. Delivering support for these computers proved a challenge for the university.

- Fordham University needed to provide IT support for more than 4,000 faculty and staff members.
- These employees were extremely protective of their privacy due to the confidential nature of the intellectual property. The IT department did not have rights over these computers.
- The distributed nature of these systems meant that ad hoc on-site support was inefficient and unfeasible. A remote solution was necessary.
- Users resisted an agent-based remote solution that granted IT staff with unlimited, anytime access to their computers.

## SOLUTION

To balance the university's needs for remote IT support and user privacy, Fordham turned to LogMeIn Rescue. Rescue provides on-demand, permission-based remote support that automatically eliminates access rights and software from the remote machine after each session. By deploying this tool, Fordham's IT department was able to drastically cut down on response times without raising privacy concerns among the school's educators.

## RESULTS

LogMeIn Rescue delivered immediate and significant results for Fordham University.

- Fordham IT staff use Rescue to resolve about 40 percent of all desktop support incidents.
- The IT team's same-day resolution rate improved from 40 percent to 75 percent with Rescue.
- Fordham IT now offers immediate responses, rather than a 1-3 day turnaround.