

# Problem Solving for Higher Education



St. Edward's is a private, liberal arts Catholic university in the Holy Cross Tradition with more than 5,000 students. Located in Austin, Texas, with a network of partner universities around the world, St. Edward's is a diverse community that offers undergraduate and graduate programs designed to inspire students with a global perspective. St. Edward's University has been recognized for 10 consecutive years as one of "America's Best Colleges" by U.S. News & World Report and ranks in the top 20 of Best Regional Universities in the Western Region. St. Edward's has also been recognized by Forbes and the Center for College Affordability and Productivity. [www.stedwards.edu](http://www.stedwards.edu)

## Challenges

- ✓ The existing remote support tool was not compatible with Windows 7.
- ✓ There was no remote support available for Mac OS X systems.
- ✓ Increasing number of mobile users, need to offer remote support also off-campus



## Solution

By adopting TeamViewer, St. Edward's University was able to provide secure remote access support to faculty and staff both on and off campus and on PC and Mac computers. TeamViewer has increased the IT team's capacity to provide support by 15-20 percent.

## St. Edward's University Uses TeamViewer for Remote Support to 1,000 Faculty and Staff Members

St. Edward's University is a private, liberal arts Catholic university in the Holy Cross tradition with more than 5,000 students. Located in Austin, Texas, with a network of partner universities around the world, St. Edward's offers undergraduate and graduate programs designed to inspire students with a global perspective. The school has a total of eight computer labs, three of which are open 24-hours, and runs hi-speed Internet throughout the campus. The IT Help Desk team provides assistance six days a week to 1,000 faculty and staff with any problems they experience on their computers, with occasional support provided to students in need of technical assistance.

For some time St. Edward's University worked with a remote access tool to solve faculty and staff IT problems, until they began to experience issues stemming from the platform itself. The old tool offered limited usability, accessible only to desktop computer users and was unavailable on mobile devices, including laptops and tablets. Furthermore, the software only provided remote access to desktops physically located on campus and soon began demonstrating instances of unreliable performance. St. Edward's Office of Information Technology decided to adopt a different remote access technology in 2012, when the school upgraded its machines to Windows 7, which was not supported by the remote support software being used at the time. In November of 2012, the IT staff at St. Edward's began researching new remote support solutions to adopt for more efficient and accessible use. In TeamViewer it found the right solution.

According to Danny Lorenty, IT Service Manager, TeamViewer offers the school a cost management advantage by allowing them to purchase software licenses based on the number of administrators rather than the number of people being supported. As some remote access software companies require a license for every person supported, this would have required St. Edward's University to purchase 1,000 licenses, which would have been very expensive. Using TeamViewer, Lorenty was able to purchase five licenses to serve their needs. He says the software was chosen for its ability to provide off-campus remote support sessions and cross platform compatibility. "Not only does TeamViewer work with our Windows 7 based machines on campus, it lets us provide secure, remote support regardless of whether our team, faculty or students use a PC or Mac operating system."

## Streamlined remote access deployment

TeamViewer streamlined remote access deployment across university staff and faculty computers. Enabling all the faculty and staff computers on campus to be supported via TeamViewer was simple and Lorenty says the intuitive interface is easy-to-use and allowed for a quick adoption by the technical team. "Since implementing TeamViewer, we no longer worry about the reliability of our remote support tool. This product just works when and how we need it to."

The benefits of the software extend beyond compatibility. "Our remote support isn't limited to just desktops anymore or only the devices used on campus. TeamViewer delivers remote support no matter where the user is located," says Lorenty.

The St. Edward's University Office of Information Technology typically uses remote support for traditional cases such as troubleshooting, training, software installation, etc. The system is even set up so that a device can be looked up based on the customer's name making it a one-click process for the remote support invitation from the staff to be accepted. When faculty or

staff members call IT and provide their name the IT staff can instantly find their computer and log in remotely. Additionally, the university's Dean for the School of Education experienced the benefits of TeamViewer firsthand while abroad in Chile during the summer, a time when all school approvals for major purchases were due. He was unable to access the approval tool the school relied on since it is usable on campus only. This is when the IT staff brought TeamViewer into play. The software successfully allowed the IT staff to provide the Dean the necessary VPN software to access to his approval tool, and configured a connection he could use from Chile.

Since implementation, the university relies on TeamViewer for its remote support to staff, faculty and occasionally assisting students with any problems using the software's QuickSupport feature. TeamViewer's Android app, video and chat functionality are other convenient features that help St. Edward's University's IT staff deliver excellent remote support and improved responsiveness to its educators. Lorenty says: "TeamViewer has increased our capacity to provide remote support by 15%-20%. The days we used to scramble to get to multiple locations are gone, and now we can fix our school's problems remotely. This is a significant improvement to our business when you consider that computer issues take four times longer to handle in person as opposed to handling remotely."

### TeamViewer Inc.

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Available in over 30 languages and with more than 200 million users worldwide, TeamViewer is one of the world's most popular providers of remote control and online meeting software. airbackup, a powerful cloud-based backup solution, and ITbrain, a valuable remote monitoring and IT asset tracking solution, complement TeamViewer's product portfolio. For more information, please visit: [www.teamviewer.com](http://www.teamviewer.com)

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