AAA Arizona Jump Starts Productivity with GoToMyPC Corporate

Supporting over half a million members of AAA Arizona is no easy task. As manager of information services for AAA Arizona, Scott Bates is responsible for the systems that support the organization’s automotive, travel and insurance services. Consequently, finding the right tools for the job is vital to his success. So when the time came to offer a telecommuting solution to his information services team and the organization’s managers, Bates chose GoToMyPC Corporate. The reaction of the staff so far? "They love it," says Bates. "They were more productive right away because they can work from anyplace."

The spike in productivity is a direct consequence of implementing GoToMyPC Corporate says Bates. The information services team now uses GoToMyPC Corporate for remotely supporting the organization’s networking systems. "Our IS team uses GoToMyPC Corporate in their off-hours to check our systems and make sure backups go OK," he explains, and says that the response from the staff has been enthusiastic: "They think it’s great - it’s like having their desktop anywhere."

"Our people are more productive right away with GoToMyPC Corporate."

Bates and other managers also use GoToMyPC Corporate to conveniently telecommute from home. This allows them to quickly review and react to information from the organization’s call-center applications. "Traffic here is bad," says Bates of the typical commute facing workers in Phoenix, home to the organization’s headquarters and phone centers. "My commute in the morning is 30 minutes, and on the way home it can be an hour." To avoid traffic snarls, he stays home a little longer by using GoToMyPC Corporate before he heads to the office. "We use GoToMyPC Corporate to get a few extra hours of work done," he says. "GoToMyPC Corporate also saves me from having to go into the office on the weekends."

Easy to Implement - No Experience Required

AAA Arizona required remote access that was highly secure yet easy to implement, and, according to Bates, setting up GoToMyPC Corporate couldn’t be easier. He reports that his users quickly set up GoToMyPC Corporate themselves in minutes. "GoToMyPC Corporate takes less than 15 minutes to set up," he says, "and that includes a coffee break!" Bates points out that his users’ varying skill levels is not a factor for installing GoToMyPC Corporate. "Our non-technical users find it extremely simple and easy to use," he says. As a security-conscious administrator; Bates especially values the built-in security provided by GoToMyPC Corporate - security that cannot be compromised by novice users.
Centralized Administration Drives Easy Implementation

Secure and convenient remote access for his users was only half the challenge for Bates. He required a solution that was easy for him to administer, and GoToMyPC Corporate's secure and intuitive administrative capabilities fit the bill. "GoToMyPC Corporate is quick and easy to set up," he says, noting that even non-technical people can administer GoToMyPC Corporate. From a secure and easy-to-use online Administration Center, Bates invites his users to install GoToMyPC Corporate, a process that takes only a few minutes and requires that he know only his users' email addresses. Once his users install GoToMyPC Corporate and are working remotely, the online Administration Center provides a centralized way for Bates to manage user accounts.

"GoToMyPC Corporate is quick and easy to set up."

Convenient and Cost Effective

Although GoToMyPC Corporate unquestionably affords AAA Arizona concrete productivity gains, the decision to purchase GoToMyPC Corporate wasn't purely for financial reasons Bates says. "It wasn't only a matter of saving money - it's a matter of convenience," he says, adding that other remote-access solutions simply did not have the convenience and cost effectiveness of GoToMyPC Corporate. For example, AAA Arizona could have implemented a solution that converted applications for access over the Web, but it would have been complicated and time-consuming and, according to Bates, "it's quite expensive to port applications over to the Web, especially some of our applications such as accounting packages." Today Bates and his organization couldn't be happier with his decision to implement GoToMyPC Corporate. "GoToMyPC gives people a life," he says, "because it's convenient remote access."

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Medical Center Cures Its Remote-Access Blues

On any given day, Santa Barbara Cottage Hospital – one of several hospitals in the Cottage Health System and the largest acute-care teaching hospital between Los Angeles and the San Francisco Bay area – is a nonstop hub of activity as medical and support staff attend to patient needs. Alberto Kywi, chief information officer, is charged with the responsibility for making sure that the hospital’s critical information systems, including its 120 servers, are working 24/7. Kywi has the added challenge of supporting a broad base of users – his systems administrators, other hospital staff, consultants and vendors – all of whom require remote access to internal servers and workstations to maintain the mobility their jobs demand.

The hospital had previously been using pcAnywhere™ for remote access, but security issues prompted Kywi to rethink his options. “Security is very important for us and was a determining factor in our decision to purchase GoToMyPC,” he explains. “We have confidentiality and privacy requirements, so encryption and multiple passwords are desirable.” Thanks to GoToMyPC Corporate’s AES 128-bit encryption and end-to-end user authentication, Kywi felt confident that he could provide convenient remote access for his organization’s users without compromising security or the patient privacy requirements dictated by the Health Insurance Portability and Accountability Act (HIPAA). Additionally, GoToMyPC Corporate’s online Administration Center comes with a Grouping function that enables Kywi to organize his many users into groups for easy management.

Kywi also points to the convenience that GoToMyPC Corporate’s intuitive features provide: “We could do many of the same things with pcAnywhere™, but GoToMyPC is more convenient.” Still, the primary reason Kywi switched to GoToMyPC Corporate was his concern about preventing unauthorized access to hospital servers. “With pcAnywhere™, modem security was an issue,” he says. “Anyone who gets the phone number can dial in to our computer, and we didn’t want to patrol it because we have 120 servers here, so GoToMyPC was the solution for us.”

Convenience and Low Cost Go Hand in Hand

Kywi has found the cost of GoToMyPC Corporate to be significantly lower than pcAnywhere™ because he no longer must maintain a dedicated phone line and doesn’t incur long-distance charges. “Dedicated phone lines are expensive,” he explains, “and it...
adds up. Then there were the associated hardware costs and the management headache of implementing pcAnywhere™: "We had to buy a modem and dedicate a phone line for direct dial-up," Kywi says. "And we had to purchase pcAnywhere™ for the host and client." In contrast, GoToMyPC Corporate is entirely Web based, so there are no added telecommunications costs and no additional software or hardware to purchase.

Another way GoToMyPC Corporate has quickly benefited Kywi is that it doesn’t require installations on client computers – employees, consultants and vendors simply access their workstations and hospital servers securely from any Web browser – which saves his IT staff significant time and saves the hospital money. For Kywi, the fact that GoToMyPC Corporate provides a better return on investment than pcAnywhere™ is an added bonus compared to what he sees as GoToMyPC Corporate’s primary benefit to his organization: its ease of implementation and use. "In the end," Kywi asserts, "it’s not really a cost issue, but a convenience issue."

Mobile Workers Boost Productivity with Anywhere Access

With so many of the hospital's employees on the go, Kywi relies on GoToMyPC Corporate to make sure they can stay productive by remotely accessing their resources from anywhere. "GoToMyPC makes our employees much more mobile," he says, citing one example in which hospital representatives must routinely visit insurance companies in person to settle cases. "With GoToMyPC, we can access our system locally from the payer's office to argue a case," Kywi says. "Even with a dial-up connection, we can get to the application and show them face-to-face what the situation is."

Kywi's own staff members also benefit from GoToMyPC Corporate's "like being there" user experience because it enables them to perform remote administration from anywhere. "Our systems support people must be able to work remotely to support applications," Kywi says, "and GoToMyPC lets them do that from home." Another plus, Kywi notes, is that he no longer must dedicate a workstation for consultants to access the hospital's physician entry system – they can log in from any Web browser. And because GoToMyPC Corporate uses the servers’ outgoing ports, the hospital’s secure data is never compromised.

The bottom line for hospital employees is that they can now use GoToMyPC Corporate to work from home without the cumbersome dial-up process of pcAnywhere™. "In the past, employees wanting to work from home needed to dial in to our network," explains Kywi. "Dialing in long distance to work was clumsy." Setting up GoToMyPC Corporate for all the constituents he serves took Kywi only a few minutes, and free support is available from the GoToMyPC Corporate Professional Services team should he ever require assistance. For Kywi, GoToMyPC Corporate is the perfect solution: "It's a good tool."

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SUMMARY

The Enterprise
The Law Firm of Conway Farrell Curtin & Kelly, P.C.

The Challenge
Attorneys at Conway Farrell Curtin & Kelly frequently work away from the office, and need access to email, client files and court schedules. The firm required a remote-access solution that was easy to roll out and administer, while providing a high level of security.

The GoToMyPC Solution
The firm provided GoToMyPC Corporate to most of their attorneys. It proved its worth after the tragedy of September 11, 2001, when attorneys were prevented from going in to the office. In addition to providing access to office computers from their homes and on the road, attorneys in the firm have used GoToMyPC Corporate during maternity leave to remain productive. The firm has confidence that the security features of GoToMyPC Corporate keep client information private.

The Results
GoToMyPC Corporate has had a profound effect on attorney productivity, as it allows them to work anytime, anywhere. GoToMyPC Corporate gives the firm a secure way to give attorneys a flexible work schedule while improving productivity.

Law Firm Makes a Case for GoToMyPC Corporate

Most law firms could not operate without access to client files and vital court schedules. Attorneys at Conway Farrell Curtin & Kelly, P.C., a law firm located at 63 Wall Street in lower Manhattan, were sadly faced with that prospect on September 11, 2001. Because the tragedy affected several blocks including the firm, getting to the office was impossible. “We couldn’t get there,” says Jonathan Uejio, a partner in the firm. “We were out of the office for a week.”

Thankfully, several computers in the office had GoToMyPC Corporate running. “We hadn’t lost power,” says Uejio. “I used GoToMyPC to access my computer and network.” Without GoToMyPC Corporate, the firm’s 30 lawyers would have been without the critical information they needed. “We knew where our attorneys had to appear when the courts reopened,” explains Uejio. “It was a relief to know that with GoToMyPC we could be productive even if we weren’t permitted into our offices.”

“It was a relief to know that with GoToMyPC we could be productive.”

GoToMyPC Corporate is also a great help during the day-to-day routine at the firm. “Many of our attorneys are occasional GoToMyPC users working from home,” says Uejio. Using GoToMyPC Corporate, the attorneys can securely access important files and information while at home, in a hotel room or at a client’s office. For instance, one attorney in the firm has two children at home, and often her only reason to leave the house is to appear in court near her home. With GoToMyPC Corporate, she can work as if sitting at her office computer. “Without GoToMyPC she would need to come in to the office,” he says.

Flexible Work Programs for Family Leave

When it came time for two attorneys in the office to take maternity leave, the firm turned to GoToMyPC Corporate for assistance. “With GoToMyPC, they were productive until the day they gave birth,” says Uejio. The women used GoToMyPC Corporate to access their computers as if they were at the office. “One attorney on maternity leave was working from home using GoToMyPC at least four or five hours a day, five days a week.”

Security Is Key

Because sensitive client information is kept on the firm’s computers, keeping client privacy in mind was an important factor for choosing a remote-access solution. GoToMyPC Corporate met the challenge, in part by providing abundant security information on the Web site, according to Uejio. “GoToMyPC definitely provides enough security,” such as 128-
bit AES encryption that protects confidential data, he says. Adding to the firm’s confidence in GoToMyPC is the knowledge that the security features are built in and cannot be unintentionally reduced or compromised.

“GoToMyPC definitely provides enough security.”

Benefits Beyond File Transfer

The firm started using GoToMyPC Corporate when two other remote-access products they had purchased didn’t live up to expectations. “This was the initial impetus behind using GoToMyPC,” says Uejio. “A few attorneys had used pcAnywhere™ and LapLink, but found them to be too slow.” File synchronization programs in particular were only useful for file transfers. “One attorney was using LapLink for file transfers, but some applications like her calendar didn’t work that way,” he says. “She didn’t get the full experience of being at her computer.”

Easy Administration for Non-Administrators

Getting started with GoToMyPC Corporate was a no-brainer for the firm’s administrator and users. Because users are invited by the administrator to install GoToMyPC Corporate, the rollout can be performed in minutes. “The email invitation to use GoToMyPC was uncomplicated,” says Uejio. “We just needed to click a link,” he says. “Even non-computer savvy associates were able to figure it out.”

After rollout, managing GoToMyPC Corporate is made easy through a Web-based online Administration Center. Users can be invited, deleted and suspended quickly through easy-to-use tools. “We use the reports feature to determine how much people are using GoToMyPC,” says Uejio. “That way, we might allocate an unused seat to someone else.” In addition, advanced administration features such as group creation and feature-by-feature access control allow sophisticated management of users.

For Conway Farrell Curtin & Kelly, P.C., the benefit of using GoToMyPC Corporate is not just about improving the bottom line through productivity gains. “We think about it in terms of keeping the attorneys happy,” says Uejio. “And GoToMyPC helps a lot.”

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VENTANA MEDICAL SYSTEMS ENHANCES PRODUCTIVITY WITH GOTO MYPC CORPORATE

As a manufacturer of diagnostic instruments and laboratory materials, Ventana Medical Systems’ products are in demand worldwide by clinical laboratories and centers for cancer research. When a virtual private network (VPN) the company used didn’t meet its needs, Director of Software and Engineering Systems Anthony King turned to GoToMyPC Corporate for secure remote access. The reason was simple according to King: “GoToMyPC saves us time and money.” Today, Ventana uses GoToMyPC Corporate in the software development group to improve productivity by enabling software engineers to work from home or on the road.

The convenience of GoToMyPC Corporate has been proven overseas on many occasions. King recounts a recent instance when the group was performing development for an important project and ran into issues that required the assistance of the lead software developer. Unfortunately, at the time, the developer was on vacation in France. But this dilemma wasn’t an issue with GoToMyPC Corporate. “Our developer was able to access his office computer using GoToMyPC from an Internet café in France,” recalls King. The work would have been almost impossible through a VPN, but with GoToMyPC Corporate, the developer was able to write and debug the code to resolve the issues immediately.

"GoToMyPC saves us time and money."

TELEWORK CONVENIENTLY – ANYTIME, ANYWHERE

GoToMyPC Corporate is valuable for more than just occasional access while on the road. Although the Ventana corporate headquarters are in Tucson, Arizona, the company has fulltime software developers working out of state who telecommute every day using GoToMyPC, allowing Ventana to tap into talent outside of the Tucson metropolitan area. The distant workers use GoToMyPC Corporate to check files in and out of Ventana’s software development tools, something that was inconvenient with the VPN.

ADMINISTRATION CENTER RATES HIGH ON EASE OF USE

"Our people spend a lot of time visiting clients and partners," says King. With public Internet access available almost everywhere, Ventana representatives and developers have little reason to take a laptop when traveling. Using GoToMyPC Corporate, employees can retrieve files, use email or reference proprietary software. GoToMyPC Corporate provides convenient and flexible access to the desktop that is like being there, according to King. He and other employees often use GoToMyPC Corporate from home to keep tabs on the office and for checking email from home before going to work.
GoToMyPC Corporate Security Sealed the Deal

Before GoToMyPC Corporate, Ventana relied exclusively on a VPN for remote access. But King’s software development group found the VPN to be less than adequate for their needs because of the extensive setup time, administration, poor reliability and lack of access to the desktop. For these reasons, Ventana turned to GoToMyPC Corporate. “We found GoToMyPC to be a lot easier and more reliable than our VPN,” reports King. As a result, the group eventually stopped using the VPN altogether.

Initially, Ventana’s IT department was skeptical about the security of GoToMyPC. “We did an extensive analysis of its security features, including the 128-bit data encryption and dual passwords,” says King. The IT department even ran a test to investigate any security weaknesses and could find none. “We were able to demonstrate that GoToMyPC was secure,” reports King.

Administration Is Far Easier Than with a VPN

King explains that GoToMyPC Corporate is easier and faster to administer than a VPN. “The administration of GoToMyPC is very intuitive,” he says. King uses the GoToMyPC Corporate online Administration Center to manage accounts and obtain immediate information about his group’s use of GoToMyPC. “It’s really easy for me to set up someone with GoToMyPC,” says King.

Continuing Return on Investment

GoToMyPC Corporate continues to pay for itself, according to King. For example, GoToMyPC has greatly shortened the lead-time the company needs for localizing its software into five languages. “We perform our localization in our central office in France,” says King. “Before GoToMyPC, we released the English version first, and then waited several months for validation before releasing the foreign versions.” With GoToMyPC Corporate, an engineer in France can use GoToMyPC Corporate to run the application on his computer in the United States to see how the translation looks in the revised application—something that could not be done with the VPN. “GoToMyPC gives us big savings on the development side,” says King.

KEY FEATURES AND BENEFITS

Fast & Easy to Implement
GoToMyPC Corporate is extremely easy to deploy and use. No training and support are necessary because the product is intuitive and user-friendly. Administrators can roll out a telework solution to entire agencies and departments in minutes.

Highly Secure
AES (Advanced Encryption Standard) encryption using 128-bit keys protects the data stream, file transfers and other input. Additional built-in security features such as dual passwords, end-to-end user authentication, host screen blanking and host keyboard and mouse locking ensure data confidentiality.

Robust Features
GoToMyPC Corporate provides File Transfer, which allows users to easily transfer files between computers; Remote Printing, which enables users to conveniently print to wherever they are; and a Universal Viewer that enables users to access their PCs from any operating system that supports Java, including Windows, Mac, Linux and Unix. GoToMyPC Corporate includes an online Administration Center where administrators can easily manage their agencies’ or departments’ accounts.

Return on Investment
GoToMyPC Corporate is less expensive than other remote-access options. It reduces travel costs by making remote work possible, and it can generate substantial cost savings through increases in productivity and sales.
A Traveling Exec Finds the Ultimate French Connection in GoToMyPC

For public relations management consultant Jerry Swerling, frequent business travel is inevitable. Unfortunately, travel can take its toll on his productivity, so it’s important that he can access his computer files from anywhere. For that reason, Swerling is always looking for new technology to make him more productive. He used to carry his laptop around – then he discovered GoToMyPC. "Every now and then you find a gem," says Swerling. "I feel that GoToMyPC is one of those gems."

Because he doesn’t want to be tethered to a laptop, Swerling now uses GoToMyPC whenever he travels on business for his consulting practice, Swerling and Associates. In today’s business-travel environment, using GoToMyPC makes sense. "GoToMyPC is easier than traveling with a laptop," Swerling says. For example, he explains that personnel at airport security checkpoints ask that travelers start their laptops or run them through the X-ray machine separately from their other luggage. "If I can get away without using a laptop," he says, "I’m not bringing it."

GoToMyPC improves Swerling’s productivity while traveling, and obtaining access to an Internet-enabled computer isn’t a problem when he needs to check in at the office. "I’ve used GoToMyPC all over the United States, and I use it frequently in my clients’ offices," he says, citing one example in which he remotely accessed an important document from his office computer and printed it directly to his client’s printer: "GoToMyPC has paid for itself many times over."

"GoToMyPC has paid for itself many times over."

Work from Anywhere

For a respite from his busy schedule, Swerling and his wife travel regularly to the South of France, where they spend time in the town of Apt. Of course, it’s not all pleasure. "You know how it is these days," he says, "You want to check email while on vacation."

Luckily for Swerling, the GoToMyPC Universal Viewer allows him to work from almost any computer with a Web browser and an Internet connection. While in France, he often meanders down to a local café that provides Internet access when he needs to check in at the office. "In Apt, there is a smoky neighborhood café with three PCs with high-speed connections in the backroom," he says. "I can sit down, have a drink and connect to my office PC."
Easier and More Convenient

GoToMyPC is easier and more convenient than other remote-access methods. "I used pcAnywhere™ in the past," Swerling says. "It wasn’t easy to use and it was expensive." He also tried Web-based email, but found that he was maintaining two email accounts: "You’re winding up with more email. With GoToMyPC, you’re able to manage your business email better. And you never know when you’ll need to access an important document you left on your computer – you can’t do that with Yahoo email."

“GoToMyPC is easier than traveling with a laptop.”

Create Your Own Global Office

Swerling depends on GoToMyPC to give him the flexibility he needs while traveling. "All you really need is the GoToMyPC service – you have access to your computer and files whenever you need it," he says. "In my field, productivity and access is important. GoToMyPC saves me time and anxiety." For Swerling, the power of GoToMyPC is its "anytime, anywhere" capability. While on the road in France, he needed to check his computer back in the United States for some important information he was expecting to receive by email. He stopped at a local campground that had an Internet kiosk in the clubhouse. "It took a total of five minutes to access and read my email, and I wasn’t dragging around a laptop computer," he reports. "GoToMyPC worked great." GoToMyPC has given Swerling a completely new definition of where he works: "Now my office is global," he says, "and you can’t beat that."

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