

CASE STUDY

SecureLink Customer Connect Customer Story: InterSystems

SecureLink Customer Connect brokers secure access between the InterSystems technician and the customer's network

"In 29 years with the company, I've come to appreciate a partnership like the one we have with SecureLink. We've worked with some companies that have great products, but terrible service. SecureLink has earned our trust with both the quality of the product and passion for customer support that rivals our own."

- John Paladino, VP of Client Services, InterSystems

CHALLENGE

InterSystems develops advanced software technologies that enable breakthroughs. With a passion for excellence and a focus on client success, InterSystems provides data management, strategic interoperability, and analytics platforms used in healthcare, financial services, government, and other industries.

Supporting mission critical applications for a global customer base is serious business. A system issue may not only cost millions of dollars, it may impact factors more important than money, such as patient care.

"When there's an issue with one of our clients, there's no time to lose. Support must be crisp, expert and immediate."

- John Paladino, InterSystems' Vice President of Client Services

Ensuring technicians are able to support customers efficiently is imperative. InterSystems needed a solution that would improve time to resolution, reduce costs and limit security liabilities.

INTERSYSTEMS

About InterSystems

InterSystems is a global software leader with headquarters in Cambridge, Massachusetts and offices in 25 countries. InterSystems' products are at the heart of mission critical applications in healthcare, government and financial services. In selected countries, InterSystems also offers unified healthcare applications, based on its core technologies that deliver on the promise of connected healthcare.

RESULTS

When it comes to justifying the cost of the platform, the SecureLink license has proven well worth the investment, according to Ward and his team.

InterSystems with SecureLink Results

SecureLink Customer Connect enables InterSystems' technicians to make on-demand, native connections to its applications and databases. Leveraging a platform built for the job and more than 20 years of experience, SecureLink helps InterSystems to streamline support operations, deliver outstanding service and accommodate their customers' need for security and compliance.

In addition to using Customer Connect for unattended remote support, InterSystems' technicians use the Quick Connect module to support end-users at the desktop.

The Partnership

Working side by side for nearly two decades, InterSystems and SecureLink have developed a deep partnership, rooted in a mutual passion for great customer support. Paladino said, "In 29 years with the company, I've come to appreciate a partnership like the one we have with SecureLink. We've worked with some companies that have great products, but terrible service. SecureLink has earned our trust with both the quality of the product and passion for customer support that rivals our own."

SecureLink Features

Multi-Factor Authentication

Requires two unique factors of authentication to be verified before access is granted for each connection

Individual Account Verification

No shared logins – Each support rep has a unique login and password that are locally stored for additional security

Strict Access Control

Restrict access to specific hosts and ports and keep your credentials private – Enable access manually or on a specific schedule you set

High Definition Audit

Capture detailed support session activity at the individual user level, including files transferred, commands entered, RDP and desktop sharing recording