

Success Story:

BPP Education Group

GoTo Resolve enables BPP to provide fast, effective, secure remote IT support for more than 2,700 users worldwide

BPP is a private university with study centres across the UK, educating more than 80,000 learners a year. As a trusted training partner of organisations worldwide, its learning programmes offer professional qualifications in law, management, accountancy, technology, healthcare and more. www.bpp.com



Challenge

For many years, the IT team at BPP had been providing remote support using a range of tools from different vendors, including GoTo. It had no standardised way to connect remotely with user devices, and technicians would use the most appropriate tool for each user's circumstances.

The company was investigating ways to standardise remote IT support when the pandemic struck. With everyone suddenly working from home, the need to find a robust and effective remote support tool for users in any location became more urgent.

Hitesh Mistry, IT Support Team Leader at BPP Education Group, says: "None of our existing remote-support tools fitted the bill. We wanted to connect to people's machines irrespective of where they were in the world, and whether or not they were logged on. One of the solutions we looked at was GoTo Resolve."

BPP was also in the process of acquiring a number of companies, including digital apprenticeship provider Estio. The group wanted to find a unifying remote support solution for users across all of its businesses.



Solution

Hitesh says: "Estio was using a system that provided remote-support licences on every machine, enabling users to connect easily with support technicians from anywhere. This was a feature we were keen to adopt. We discovered it was available with GoTo Resolve, so we embarked on a one-month trial of the system."

The IT support team tested the system across BPP and Estio users, assessing its performance in real-world scenarios. As a result, BPP decided to standardise its remote support with GoTo Resolve. BPP now has GoTo Resolve licences on all of its 2,700 user devices.

“More than half of IT enquiries require a remote connection to address the issue. GoTo Resolve has enabled us to achieve massive performance improvements in remote IT support. Very few issues now require laptops to be sent back to us. That saves a great deal of time, effort and cost for everyone.”

Hitesh Mistry,
IT Support Team Leader,
BPP Education Group



Results

Hitesh says: “GoTo Resolve gives us a platform to connect to anyone’s machine, both staff and students, no matter what device they’re using – or where in the world they’re working.”

One of the key benefits of GoTo Resolve is its ease of use. Its intuitive functionality means that new starters in the IT team require very little training in the system. GoTo Resolve provides remote access to all types of device, with IT technicians enjoying elevated rights to install applications, change configurations and modify settings using their own credentials. The File Explorer feature is another key benefit, enabling quick and easy file transfers to any device.

Onboarding new staff is much simpler too. Laptops can be sent out to new employees with the GoTo Resolve licence already installed, enabling IT support to access the machine remotely and configure it for the new user.

Hitesh adds: “Even as BPP takes on more and more students, we’re able to maintain very high standards of IT support thanks to GoTo Resolve.”



In need of a remote support solution that saves time, money, and resources?
GoTo Resolve. All-in-one IT support software, made simple.

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