



Case Study: British Horseracing Authority

British Horseracing Authority provides rapid support with Netviewer

As the Governing Authority for British Racing, the British Horseracing Authority (BHA) promotes the interests of the sport of horseracing and its industry, working alongside others within Racing and the Breeding and Betting Industries to build on Britain's reputation for providing some of the most competitive racing in the world, run efficiently and with high levels of integrity. The BHA uses Netviewer's Web collaboration service for its remote IT support, working with hundreds of race officials across the UK.

To the minute race statistics

Currently the BHA and The Horseracing Regulatory Authority (HRA) employ around 100 people at their London-based office and an additional 200 staff who can be at any of the race courses across the UK at any given time.

In order to continue to effectively provide technical support to officials across the UK, the BHA and Weatherbys decided to review the technology used for remote support. Having reviewed various options, their current tool proved to be expensive and increasingly more difficult to install on the ever increasing number of laptops.

Netviewer saves £20k over four years

Thus, the BHA decided to select Netviewer's Web collaboration solution for its remote IT support. As Steven Shaw, IT Manager at BHB points out: "We would have had to replace our former solution every four years when we re-issue new laptops. Therefore we would have doubled the cost of that solution. Having replaced it with Netviewer, we are looking at a cost saving of £20k over four years."



The British Horseracing Authority combines governance and regulatory functions for British Racing. Their responsibilities are wide-ranging, including setting and enforcing the rules, licensing of participants, strategic planning for Racing, and co-operation with the Betting and Breeding industries. The Authority's offices are based in London.



"We conducted a cost and benefits comparison across a number of providers. The result indicated that Netviewer was the right solution for us cost-wise and in terms of fit." Steven also emphasises the importance of receiving top quality consultancy prior the purchase. "Netviewer's account manager was very knowledgeable and we liked the idea of having a maintenance agreement. The personal advice we received was excellent and really set Netviewer apart from its competitors, which are very large and hugely inflexible when it comes to tailoring solutions to specific companies such as ourselves."

Tailored to requirements

Being able to access the PC through firewalls without having to spend time reconfiguring proved to be a big advantage for Steven and his team. "Netviewer allows us to select from various profiles to fit a given remote support session. We can view the user's entire screen, turn their or our desktop off and reverse viewing direction with one simple click. Since everything is encrypted, we do not have to worry about security at all."

Currently up to six support team members use Netviewer in London on a daily basis to support 300 IT users. While support team members previously were not able to visualise the problem on officials' PCs, Steven and his team are now able to instantly review the PC issue and solve it. This cut down cost charges incurred in the past and has led to a cut in resolution time from typically up to a week to a couple of hours.

The perfect tool

"This tool is perfect for us. I was very disappointed when we were reviewing other tools earlier this year. Netviewer on the other hand responded quickly and allowed us to add on additional features as we went through the trial. Their account manager delivered first class advice and consultancy, helping us implement Netviewer smoothly", Steven concludes.

"Having replaced our former solution with Netviewer, we are looking at a cost saving of £20k over four years."

STEVEN SHAW
IT MANAGER

The advantages at a glance

- rapid and straightforward access to remote computers
- no time-consuming installation or software configuration
- no cost for licenses at clients' side
- no installation required
- saves time and travel expenses
- easy, intuitive use
- 128-bit encryption guarantees highest safety

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