



Scalable, On-Demand Support: WebEx Remote Access

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Director of IT Operations*





About CAD Sciences

- Founded in 2002, **the technology leader** in the advancement of computer-assisted modeling of contrast enhancement in MR imaging of cancer.
- Headquarters at White Plains, New York
- 30 employees, consultants in US, Europe
- WebEx™ Customer since 2006 (Remote Access, Training)



Our Challenge

- Implement easy-to-use remote access solution that didn't require configuring VPNs and firewalls.
- Language barriers and time zone differences.
- Medical facilities lack dedicated IT departments.
- Doctors don't have time or expertise to work on network configurations.
- Application specialists travel to customer sites to assess support issues.



Alternatives

- Cisco, Nortel, <VENDOR here> VPN solution
- VNC, RDP, <other remote client software>



The Support Center Solution

- Tested WebEx™ and knew it was right solution.
- Self-installs and enables Application Specialists to perform troubleshooting and software upgrades remotely
- Records live support sessions for on-demand customer viewing.
- Enables the presentation of software demonstrations to sales prospects.



Working with WebEx™

- HIPAA-compliant
- File transfer feature
- Audit trail feature helpful for FDA and other agency audits
- Multi-display modality

Remote Access sites

- Over 80 remote sites in US, Europe, Asia and South America

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Results

- Increased productivity.
- Expanded geographic reach and provided proactive, uninterrupted support.
- Expedited response times.
- Require all of our customers to install WebEx™ on their computers.



Future Plans

- More WebEx™ licenses!
- Support Center System Management Solution (+ Software Distribution, + Virus Protection, + Asset Management, + Patch Management)
- Continue to use WebEx™ to achieve the company's high-level goals for seamless customer service.



“WebEx reduced our travel costs significantly, but more importantly, it has freed up key resources that can now be devoted to more immediate sales-related tasks.”

—Froilan Mendoza, Director of IT



A must read...

CAD Sciences Success Story posted on webex.com and in the Sales Portal