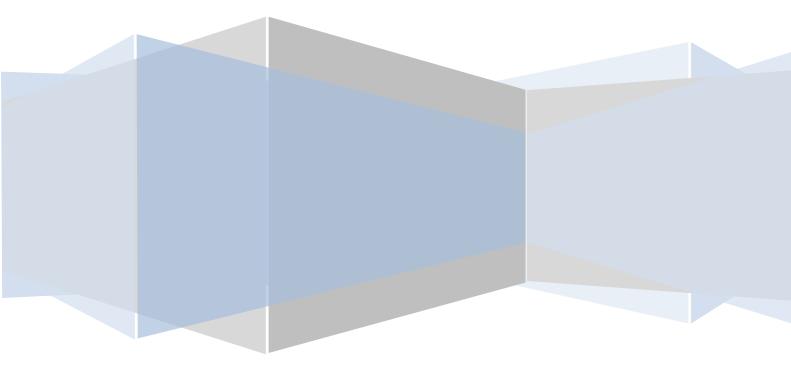# Single Sign On

Case studies: Taking support to a new level

J System Solutions

http://www.javasystemsolutions.com

Version 1.0

Taking support to a new level

Every company states they have a wonderful support service, some even quoting their "values", but for the majority, these are hollow words. It's a fact that the larger the company, the greater the chance of receiving poor service as a problem is passed from person to person, with most not willing to go the extra mile.

This type of service isn't available to JSS customers. It's available to organisations evaluating SSO Plugin. This is a perfect example of how JSS has built a reputation on delivering a quality of support that exceeds the support offered by BMC and many resellers.

Around the clock support

A company by the name of Canadian Natural Resources Limited purchased and deployed SSO Plugin, and while they felt confident to deploy into production, they wrote to JSS support requesting a webex in case there were any issues during the strict change window.

The customer's time zone was 7 hours behind the UK and they wished to perform the change on a Saturday evening. JSS organised a support call at 5am London time on Sunday morning and thanks to SSO Plugin's ease of installation and deployment, the customer installed the product without assistance.

However, the customer was unused to this level of service. After the event, the BMC Remedy Team Lead wrote to JSS and stated:

"Thanks so much for you help in implementing this with us. You guys take service to a whole new level!!"

Support issues dealt with in minutes

Swisscom have deployed SSO Plugin for the Integrated Windows Authentication features, because it's the only solution in the BMC market, and because JSS provide a excellent level of support.

A member of Swisscom's BSM Engineering team submitted a support enquiry at 9.30am UK time. By 9.50am, he'd received a complete response to the issue. At 9.53am he wrote:

Thanks a lot. What a quick response!

Contacting JSS

For more information on the JSS SSO Plugin, please visit
http://www.javasystemsolutions.com or email us at
information@javasystemsolutions.com.