BACON SUCCESS STORY
2025

BACON UNLIMITED + CUSTOMER

CLIENT SUMMARY

Denton County MHMR Center (MHMR) is a non-profit community center that specializes in the treatment and service to individuals and veterans in the local area with a mental health diagnosis or a developmental disability diagnosis. A variety of services are available for people with or without insurance, on a sliding scale basis, including a mobile outreach crisis team, a crisis hotline and home and community-based services. They are designated as the local Mental Health and Intellectual & Developmental Disabilities Authority for Denton County, Texas and deliver high quality, person-centered care with trauma-informed practices. At present, the center maintains several clinic locations in the northern Texas area.

CHALLENGE

With four locations and multiple mobile crisis units out in the field, the MHMR IT team had to make sure that communication lines were kept open at all times. However, they kept having issues with their remote software. "We were working with Microsoft software and any tech will tell you that it is hard to manage anything outside your own network," said IT Specialist Gregory Kruger. "We do a lot of work in the community and have mobile crisis units that go out to people that are having mental health crises. The issue we were running into a lot is that most of these calls are not inside our network." They needed a robust and reliable remote control software that they could depend on when people's lives were at stake.

SOLUTION—BACON UNLIMITED!

"We looked into several products and all of them seemed to work, but it felt like they were selling to somebody in an accounting department rather than IT. It was all bells and whistles and when you asked for the tech info, they didn't know what you were talking about and the product doesn't do the one thing you needed it to do, or they charged you extra for remote control," Kruger said. "Bacon just seems like it's a company that's for IT people and it was affordable and did everything I needed it to do. We've had no issues connecting to any of our computers outside the Center. As long as they've got internet, we can connect. It's helped us greatly."

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He added that he regularly gets calls in the middle of the night because someone is locked out of their account or needs a drive added. "Before Bacon, I'd have to attempt to connect them to their hotspot and there would be so many routing errors. But now it's easy because with Bacon, you're not connecting to a client, you're connecting to the server. It's way easier!" he said.

RESULTS

The IT team at MHMR has been thrilled with Bacon since they started using it. They like the reliability of the remote function, being able to push updates to every computer, and viewing all endpoints from a single console. "I've been cleaning up people's shared drives so they can find what they need. By running some commands I can see what everyone has on their computer. ChatBLT also saves me a lot of time since you don't have to feed all the Bacon info into ChatGPT so it knows what you're talking about," Kruger said. He also appreciates the customer service included. "The techs are quite knowledgeable and I've asked a ton of questions and they know all the answers.

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Anything I want Bacon to do, with their help I've been able to figure out how to do it. If you need remote software, this is the way to go. Even though the remote feature was the main reason we chose Bacon, I'm loving all the PowerShell access and direct connection to all our machines. We're getting full use out of it, that's for sure," Kruger said. "A lot of times you're disappointed with a product and it only half works, but Bacon has done everything I've wanted it to do and it was so easy to teach my staff how to use it." ■

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