



## Case Study: 1&1 Internet AG

### Shorter processing times in support

VoIP configurations, e-mail accounts, DSL routers: Around 7.8 million customers in Germany rely on the support team of 1 & 1 whenever they have questions concerning their internet or phone connections and 1 & 1 relies on Netviewer. With the Web conferencing software employees can see at one glance what's up at the customer's screen. Random samples show that by using Netviewer it takes them about two minutes less to solve a problem. The result: Reduced costs for the support team and highly satisfied customers.

#### Phone support without barriers

Around 2,500 employees at 1 & 1 and its brands GMX and WEB.DE solve approximately 31,000 support calls daily. Most of them deal with typical problems: the correct configuration for VoIP, for example, or the installation of a new e-mail address. Normally, these tasks are solved very quickly. The actual problem however arises from the seesaw on the phone until the cause of the problem is finally detected. "Configurations or passwords often depend on a single dot or upper and lower cases", explains Martin Schimpf, Managing Director at 1 & 1 Service GmbH in Zweibruecken, Germany. Using phone support only users have to describe their screens in great detail. Questions like "What do you see on your screen right now?" or "Where are you now?" are therefore commonly heard.

That's why 1 & 1 was looking for a Web conferencing solution that would help them to directly view their customers' monitor. The main criteria were: unflinching safety, comprehensive rights and user management and simple operation without the need to install anything at the customer side.



With 7.8 million customer contracts the 1 & 1 group is one of the leading internet providers. The company serves private users, freelancers and companies with a wide variety of online services and applications. It runs offices in Germany, Austria, Great Britain, France and the United States.



## Fully integrated into IT infrastructure

In May 2004, after analyzing the market exhaustively 1 & 1 decided to work with Netviewer. "Netviewer is an established provider that completely fulfilled our requirements", says Martin Schimpf.

The most important benefits:

- No installation at customer side or on the support computer
- Simple, intuitive use even for less technically experienced customers
- Comprehensive user and rights management guarantees strict data protection
- Works with low bandwidth
- Available interfaces for integration into existing software
- Multi-tier security concept

By now, the service has been fully integrated into the support process of the company: Employees start Netviewer directly via the CRM system around 15,000 times per month.

Customers can find their participant program at <http://www.1und1.de/netviewer>: A few clicks and a code number later the support employees can virtually look over the customer's shoulder and use the pointer arrow to show how to solve the problem.

## Processing times reduced by 25%

Customers appreciate the service – it's simply quicker and the processes are more efficient. Besides the increased customer satisfaction 1 & 1 also benefits from monetary advantages: "Even though there are no reliable studies, some random samples indicate that by using Netviewer it takes us about two minutes less to solve a problem. That saves us about 25% time", according to Martin Schimpf. "Apart from problems with the actual internet connection itself it is the perfect tool for all customer queries – especially when details are concerned. Netviewer simplifies our work a great deal."

**"Netviewer simplifies our work a great deal: The handling time per support call decreased approximately by two minutes."**

**MARTIN SCHIMPF**  
MANAGING DIRECTOR  
1 & 1 SERVICE GMBH

## Benefits at a glance

- Quick, efficient support
- Ease of use
- No installation or configuration required
- Help via remote diagnosis
- Shorter handling times
- Increase customer and employee satisfaction
- Comprehensive security concept

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