



Case Study: Digital Identification Solutions AG

Virtual communication at every level



With five foreign subsidiaries and 160 distributors, Stuttgart-based Digital Identification Solutions AG has a tremendous need for effective communication. Development is performed between Germany and Singapore, the executive board regularly meets with regional managers, the support department supports global distributors, and salespeople are in continuous contact with existing and potential customers. The company uses Netviewer to make communication as smooth and efficient as possible. At the same time, it significantly lowers travel expenses and reduces its telephone bill by using the VoIP feature.

Global collaboration

At Digital Identification Solutions, numerous meetings are held every day between the company's many locations and partners. For example, Franz Klein is in charge of core software development and must work closely with developers in two different German cities and Singapore. „We really have to work together, especially during development. I used to travel at least once a week to one of the other locations.“ The company spent a lot of money on traveling and telephone bills. Since many matters cannot be fully addressed over the telephone, it is always better to meet face-to-face, but that requires a great deal of planning, time, and money.

To simplify its procedures and save money, Digital Identification Solutions sought out a Web conferencing service with an integrated VoIP function. Netviewer fulfills all of their requirements. „We wanted a solution that is easy to use, so we can get started without a lot of hassle,“ according to Franz Klein. Netviewer does not require installation or any adjustments to an existing firewall, making implementation very straightforward. Integrated functions like VoIP and Whiteboard as well as the ability to handle a large number of participants were also important factors.

Digital Identification Solutions develops secure electronic identification systems for a variety of target groups, including everything from hospitals to airports and major corporations to government authorities. With approximately 160 global sales partners, the company is able to provide rapid, local service for its customers.

The company is headquartered in the German city of Esslingen (near Stuttgart) but has international offices in Dubai, Singapore, Beijing, Querétaro (Mexico), and Greenville, United States.



Well-established

Netviewer products Meet and Present have become indispensable tools in daily use within many areas of the company, including:

- Executive Board: Regular status meetings between top executives and regional managers.
- Sales meetings: Close collaboration on new products, market conditions, and sales strategies.
- Support for distributors: Presentations on products, functions, and prices. Sales support as needed.
- Development: Agreements between project participants and managers at distributed locations, previews of individual software packages.
- Customer acquisition: Virtual presentations of hardware and software in the initial phase of the sales process.
- Webinars: Virtual training and seminars for customers and partners on a variety of topics and products.

Approximately 110 employees around the world can arrange and start a Web conference within a matter of minutes. The benefits of this technology are particularly noticeable during development activities. Meetings and software previews are much more efficient than before, travel time and time-consuming coordination of the many participants are eliminated. Now employees of the company gather around a virtual table, view a single screen, and use the Pointer and Whiteboard functions to point out and edit details. The same tools that make product development so effective are also used to plan projects, assign tasks, agree on deadlines, and assign responsibilities.

Much lower costs

Franz Klein used to be on the road at least once per week, but now he attends face-to-face project meetings only every two to three weeks. „Our jobs have become much easier, especially when working with multiple locations,“ he says. „Instead of trying to explain everything in detail, now we can simply point and everyone immediately understands what is meant. This lets us stay flexible and work more productively.“

„Netviewer lets us work much more effectively than before, especially between multiple locations. At the same time, we have greatly reduced our travel and telephone expenses.“

FRANZ KLEIN

MANAGER OF CORE SOFTWARE
DEVELOPMENT

Quick overview of the benefits

- Easier collaboration across multiple locations
- Leaner development processes
- Visual support for global distributors
- Voice-over-IP instead of costly teleconferences
- Very straightforward operation
- Whiteboard function
- No installation or configuration
- Multi-level security concept

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