



Case Study: Evita AG

First-class support with a clean CO₂ balance

Evita makes caring for one's own health easier: The Berne, Switzerland-based company has developed the health dossier of the same name for patients. It contains all relevant information, from allergies to prescribed medications to earlier diagnoses. To provide support to the 450 doctors and patients involved to date, Evita uses Netviewer Support. This allows the team to avoid numerous drives to all parts of Switzerland. This way, Evita saves at least three hours per support case. For each use of Netviewer, Evita saves not only money, but some 50 kilograms (110 pounds) of CO₂.

All of the information on one card

The health dossier from Evita is intended to provide transparency to one's own documents: The encrypted online file contains all important data for a patient, such as diagnostic details of earlier doctor visits, X-ray images, prescribed medications and allergies. Even blood pressure readings and weight can be stored on it and displayed in a time graph. This allows patients to read their results on their own computer at any time or see when the next vaccination is due, for example. Doctors have quick access to all treatment-related information and can see immediately if, for example, a medication could cause interactions with the patient's other prescriptions. An encrypted backup copy is stored automatically each time on the patient's customer card via a USB connection.

A clever idea. However, in the pilot phase, the company's then five employees faced a problem: „Our test persons all live in Central Switzerland. To provide effective support for them, from Berne, we would have had to spend at least three hours each time for driving alone. Alternatively, we could have grouped the appointments together, but the associated delays for our customers would not have been acceptable,“ says Service Manager Roger Müller.



Evita AG is a subsidiary of Swisscom AG. It develops and distributes the Evita health dossier, which was tested intensively for a one-year period in a pilot trial in the Swiss canton of Lucerne that included patients and doctors. Since 2010, it has been distributed throughout Switzerland. To ensure high quality, the health dossier originated in close cooperation with experienced partners from the health care field. Evita has about 10 employees and its corporate headquarters are in Berne.



Quick results

As a result, Müller looked around for a suitable software program – and received a recommendation for Netviewer. „We were given a convenient trial of the solution. As we soon found, it works brilliantly! It is worth its weight in gold when you can provide support directly on the monitor.“

The advantages of the Netviewer solution:

- Direct help with a view of the customer's screen.
- Convenient use: There is no need to install the solution.
- Fast access: The customers start the program by simply clicking a link on the Netviewer website.
- Easy operation thanks to the intuitive control panel.
- Remote access: With the customer's consent, an Evita service employee can control the customer's computer remotely.

Best grades in the test

In this way, the Evita service team can provide help quickly, for example if an antivirus program blocks the connection to the server. The doctors are supported by individual training sessions: live over the Internet, the Evita Service Center demonstrates applications such as how to add diagnoses or to import one's own lists of medications into Evita. Overall, customers are very pleased, as Müller reports: „In surveys, the Service Center consistently receives the very best grades.“

Less impact on the environment

Another important consideration is the CO₂ balance: All of Evita's customers are at least a ninety-minute drive away. With an average vehicle, the employees would emit some 50 kilograms (110 pounds) of CO₂ during this drive – with Netviewer, this number is zero. The test phase has now been concluded successfully, and new applications from patients and doctors are being received from throughout Switzerland. The Service Project Manager is sure that Netviewer will remain in use: „We could not do without it.“

„It works brilliantly: The customers give top grades to our service, and we protect the environment.“

ROGER MÜLLER
SERVICE PROJECT MANAGER

Quick overview of the benefits

- Less impact on the environment
- Rapid assistance for customers
- Saves time, money and CO₂ emissions
- Does not need to be installed
- Very simple operation
- Certified security concept

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