



Case Study: GETRAG Corporate Group

Shorter development cycles, less travelling

Transmission manufacturer GETRAG works closely with partners, vendors, and customers scattered around the globe. To eliminate the need for project engineers to constantly travel, the company utilizes Netviewer's Web conferencing service. With Web conferencing, GETRAG can view and jointly edit project plans and design drawings with multiple locations. The efficiency gains are invaluable: GETRAG has been able to shorten its development cycles and saves about 20,000 € each month.

New paths of communication

In the age of globalization, GETRAG's customers are no longer around the corner – now they are around the world. Naturally, this brings greater complexity to the company's development projects. At the same time, as products become more sophisticated, greater interaction with partners is essential. To make things even more challenging, getting new developments to market as quickly as possible is a major factor in staying competitive in the marketplace. Unfortunately, pure telephone-based conversation has proven to be inadequate for discussing lists of requirements, specifications, or drawings. "Everyone is looking at a different screen. In many cases it is hard to follow exactly what the other person is referring to", according to Team Leader Martin Seufert. "For us, it was very important to find new paths of communication for our projects."

Web conferencing appeared to be a suitable solution, and after conducting a variety of tests, GETRAG chose Netviewer's Web-based service. The main factors in their decision were ease of operation without the need for installation and Netviewer's multiple security certifications for keeping confidential data confidential.



GETRAG Corporate Group is headquartered in southwestern Germany and employs approximately 13,000 people. It is one of the largest vendors of transmissions and drivetrains. The product range extends from classical manual shifters to Powershift, hybrid, and intelligent all-wheel-drive systems. Every year, the company produces approximately 3.6 million transmissions and 1.2 million differentials. GETRAG is represented around the world in every major automobile producing region. In 2007 the company achieved sales of 2.6 billion €.



Optimized project management

Each Netviewer session is assigned a randomly generated session number. Once this number is known, establishing a visual connection between the participants is as simple as a double click. Then everyone sees the same screen contents. This results in tremendously improved efficiency in project collaboration. Martin Seufert's team uses Netviewer for the following tasks:

- Project management: Four times per week, lists of open items are discussed. This provides an immediate overview of deadlines and participating people.
- Agreements with customers: Lists of requirements are kept up-to-date. There is no need to consolidate documents.
- Development: Developers work comfortably from their own PC when editing specifications, marking important items with the Pointer and Whiteboard features.

With the team working on several projects simultaneously, they hold about 10 sessions per week. "For one thing, we can communicate faster. But we also conserve resources because fewer people have to travel. Especially in terms of competitiveness, we have a strategic interest in getting the very most from our communication", explains Martin Seufert. In his view, one of the benefits is the greater ease of understanding. "People understand each other immediately. No longer do we have to plan meetings for weeks at a time. Instead, we just connect within minutes on our PCs." The integrated Voice-over-IP function also avoids telephone charges.

Savings: 20,000 € per month

GETRAG uses Netviewer not just in development, but throughout the company, including IT, design, production, and personnel. The results are impressive: According to an internal cost/benefit analysis, GETRAG saves 20,000 € every month by using the Web conferencing service. Obviously, the investment has paid for itself in a very short period of time.

"We are faster and save resources because fewer people have to travel. Especially in terms of competitiveness, we have a strategic interest in getting the very most from our communication."

MARTIN SEUFERT
FUNCTIONAL SAFETY TEAM LEADER

The advantages at a glance

- Project meetings from multiple locations
- Visually supported project management
- Efficient development and agreements
- Less wasted time and travel expenses
- Voice-over-IP function saves telephone charges
- Easy to operate
- No installation or configuration
- Integrated Whiteboard
- File transfer for larger data packets
- Strong, certified security

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