



Case Study: Global Procurement Services (GPS) Speed up business with Netviewer

Most companies have enormous potential for savings in their purchasing departments that can be ideally exploited with smart bundling. Global Procurement Services (GPS), a division of Siemens Business Services, has developed a platform for strategic and operative material procurement for this very purpose. click2procure supports the company's global purchasing network and helps create worldwide transparency. This is an area where transactions and procurement processes often take a matter of minutes, so a fast and efficient helpdesk service is essential. That's why Global Procurement Services uses the desktop sharing software Netviewer onezone – a system it has been operating successfully for over two years.

The task: Support within seconds

Throughout the group, Siemens uses an electronic purchasing platform based on three pillars: information, sourcing and ordering. These three areas are supplemented by many different functions that allow the users to observe the global procurement market in detail. The platform also provides the option of initiating electronic calls for bids and online auctions and processing secure transactions. Throughout the entire purchasing process, click2procure is basically the ideal hub for all the trading partners concerned.

Ease of handling and security too

The technical helpdesk is an essential part of this marketplace. With auctions, time is a crucial factor and there are often lucrative orders depending on the speed at which a market player can get a response from the support team. To make the service as customer-friendly as possible, GPS needed a tool for quick, straightforward desktop sharing.

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Procurement Services from Siemens IT Solutions and Services offers its customers a way to bundle a variety of procurement processes. The approximately 44 000 users of the click2procure purchasing platform, for example, benefit from greater market transparency and the ability to take full advantage of savings potential. Siemens IT Solutions and Services employs approximately 43 000 people and has yearly sales of about 5 billion euro.

netviewer

In addition to the security aspect, handling was a key factor in selecting a solution. With 44 000 participants in the marketplace and around 3000 helpdesk enquiries a month, the software had to work without installation and most importantly, be intuitive to operate.

The solution: Netviewer onezone

The decision-makers were impressed with Netviewer even during the test phase, with its well-designed control panel and ease of handling. The implementation phase went off very smoothly since the software functions via the general Internet port 80, independent of any firewalls. And what about the users? "They are all very enthusiastic", says Customer Service Manager Iris Linner. The tasks in detail:

- Faster and more efficient first-, second- and third-level support for click2procure. The profile management tool can be used to define different functionalities for each level.
- Netviewer is also used for organisational communication with suppliers who register with click2procure.
- In the conference version one2meet, Netviewer also supports project management including integrated VoIP function and whiteboard. The result: significantly lower travel and labour costs.

Around 150 employees in the support team alone already use the tool and have improved their response times by around 40%.

Conclusion: 100% satisfied customers

"Quite apart from the fact that we're saving a lot of time and money, we can now provide much better customer support," says Iris Linner, summing up the benefits of Netviewer. "Customer satisfaction is considerably higher because not only do we respond faster, we also save on follow-up calls because Netviewer allows us to provide very clear and specific answers to queries."

"Our staff are very enthusiastic about Netviewer. Everyone is scrambling to get licences."

IRIS LINNER
CUSTOMER SERVICE MANAGER

The advantages at a glance

- Faster, more efficient support
- Short response and call times
- Configurable profiles
- No installation required, can be used ad hoc
- Not restricted by bandwidth or firewalls
- Simple, intuitive operation
- Certified multi-level security
- No licensing costs for your customers
- Complete integration in your helpdesk software

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