



Case Study: Software AG

One for all

With 4000 clients and 50 subsidiaries around the world, communicating across distances plays an important role: How can the support team serve its internal and external customers? How do employees at different locations communicate? And what is the best way to provide central administration for some 5,000 computers and servers? Software AG has one uniform solution for all of these: Netviewer. The Netviewer Meet and Support products can be used by all employees throughout the company without installation, while Netviewer Admin guarantees remote access in mere seconds where needed.

Fast access to remote systems

Efficient business processes begin in the IT department. Software AG develops the necessary infrastructure for this purpose, for example in the area of data management or service-oriented architecture. State-of-the-art, automated IT systems allow the company's clients to implement their objectives more quickly. Efficiency is also an important topic at Software AG itself: Especially in the support area, fast response and well-flowing processes are vital. In international support, particularly the different IT systems in the individual countries posed an obstacle: „In some cases, it took a long time just to access the system, and only then could we start to deal with the actual problem,“ relates CIO and Head of Global Support Dr. Dirk Ventur.

Firewalls and specific configurations are examples of classic obstacles to remote access to other computers. In addition, communication is impaired due to the inability to view the other person's screen directly: Many questions are often necessary, and error messages and the like have to be read out loud.



The product portfolio of Software AG includes solutions for data management, service oriented architectures and optimized business processes. Some 4,000 customers use them to improve and modernize their IT and development systems.

The company, which is based in Darmstadt, Germany, has some 3,600 employees in 70 countries and thus is one of the world's largest providers of integration software. It achieved total sales of over 620 million euro in 2007.



Support with insight

This problem has been remedied with Netviewer Support, the remote support solution. The online service requires no installation and is not obstructed at all by the firewall. Within minutes, the support employee can see the customer's screen and solve the problem efficiently. In addition, some 5,000 computers and servers are equipped with the Netviewer Admin remote maintenance solution. Thus the IT staff can access the computers at any time – without involving another person and, if necessary, even while traveling.

International project meetings at the click of a mouse

Click, connect, see: This principle also benefits internal collaboration across locations at Software AG. Using the Netviewer Meet web conferencing solution, the various teams – some of which are international – can hold virtual meetings at any time to discuss the joint project and edit documents. Employees in the Controlling and Marketing departments in Germany, for example, coordinate closely with their worldwide colleagues using Netviewer. An overview of the application scenarios:

- Netviewer Meet: Spontaneous or ad hoc meetings for discussing projects, reaching agreements or holding brief training sessions
- Netviewer Support: Efficient internal and external support with short solution times
- Netviewer Admin: Rapid access to 5000 computers and servers worldwide

„The Meet and Support solutions are installation-free and are transmitted in encrypted form via the Internet connection,“ relates Ventur. For admins, the small size of the program is another advantage: „Netviewer fits on a USB stick, and we can access it on any computer with an Internet connection.“ Important system information can be accessed as necessary.

1,000 sessions a month

Another important factor in the decision for Netviewer was its easy, intuitive operation: The program is available to all employees worldwide. You can start a session directly from the intranet and also integrate webcam and Voice over IP if desired. Each month, over 1,000 total sessions are held at Software AG; particularly in the support area, Netviewer has become the firmly established standard.

„Easy to use, no installation, securely encrypted communication over the Internet: Netviewer sets the bar very high.“

DR. DIRK VENTUR
CHIEF INFORMATION OFFICER &
HEAD OF GLOBAL SUPPORT

Benefits at a glance

- Efficient project communication
- Fast reaction times in support
- Effective remote maintenance
- No installation or configuration
- Intuitive operation
- Can be used at short notice
- Certified multi-level security
- Available either as SaaS or for use with your own server

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