



Case Study: TNT Innight GmbH & Co. KG

The fastest way from A to meeting

From Frankfurt to Hamburg, and on to Berlin with a detour in Cologne: The communication needs at TNT Innight, an overnight express service, are as diverse as the many routes it serves – particularly when it comes to project work. The company's 23 German locations pose a special challenge, with a solution that is as simple as it is clever: Netviewer is used every day by everyone from the ICS department to the Managing Directors for coordination and presentation purposes. Web conferences make these tasks more efficient and cost-effective.

Faster decision making

With 22 branches and headquarters in Mannheim, TNT Innight is Germany's market leader for sending time-critical shipments to any desired destination overnight – with optional delivery even before six a.m. This decentralized organizational structure requires efficient communication: At TNT Innight, several parallel projects are underway at all times to map customer requirements and optimize processes. These involve participants from different departments. „Were we to hold every meeting in person, we would spend half our time traveling,” says Tomáš Perlínes, Head of ICS Operations.

To make coordination faster, cheaper and more flexible, TNT Innight decided to use the Netviewer Meet Web conferencing solution. „This tool allows us to act faster and more flexibly. In addition, web meetings are better for the environment: Just by going without one in-person meeting, we reduce our fleet's CO₂ emissions tremendously,” explains Perlínes. The criteria for selecting the tool were easy to see: In addition to the fast screen transmission, critical points included the securely encrypted transfer of all data, ease of use and the flexibility for actions during a session.



TNT Innight is a market leader in the overnight express area and specializes particularly in time-critical shipments that are called in for pickup in the afternoon for delivery that night. With its many years of experience, the company can focus in depth on its customers' industry-specific needs – for example, by delivering directly to the cargo area of a service technician's truck. The group has over 1,300 employees and has national subsidiaries in Germany, Austria, Benelux, Denmark, Hungary, Slovakia and the Czech Republic.



Graphical display as consistent point of reference

„The performance and latency times for screen transmission persuaded us immediately,” says Perlins. „When you’re talking about a screen, it has to be available immediately, not ten seconds later. In addition, the authorization concept is implemented well in Netviewer: Changes in the viewing direction have to be confirmed first, and each user can define for himself or herself which applications are visible.” The introduction went off without a hitch: The quick start guides with start files were stored directly in the intranet, and the employees could get started right away, with no need to install anything or have prior experience.

Netviewer has since become one of the standard tools for the company’s communication. Some examples:

- Employees from various locations hold regular meetings.
- As necessary, speakers are invited to the session to present relevant materials for decision-making.
- Project coordination meetings can now take place spontaneously without the need for travel.
- IAs part of application development, user acceptance tests are carried out with in-house employees.

Currently, a total of some 80 TNT Innight employees in Germany use the Web conferencing solution – with visible success: The employees’ travel mileage has been reduced significantly. The virtual meetings have become clearer, particularly when it comes to presenting facts and analyses: „In telephone conferences, the graphical display is the consistent point of reference, ensuring that we do not talk over each other’s heads. In this way, particularly decision-making meetings with a presentation can be held more efficiently,” summarizes Perlins.

Recommended to all

All in all, Perlins is highly satisfied with Netviewer: „Everything works great, and we would gladly recommend Netviewer to all.” The company’s use is likely to increase even more in the future, as employees discover more and more possible applications. For example, plans call for carrying out workplace safety training conveniently using Netviewer, instead of having to get all employees in the same place at the same time for this purpose.

„Were we to hold every meeting in person, we would spend half our time traveling. With Netviewer, there is no need for that.”

TOMÁS PERLINES
HEAD OF ICS OPERATIONS

Benefits at a glance

- Efficient project communication
- Meetings with the Managing Directors
- Significantly lower travel expenses
- Faster decision making
- Easy user interface
- Well-conceived authorization concept
- No installation, no changes to the firewall
- Multi-level security concept

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