



## Case Study: Telekom Austria

### All-round satisfied customers

When Internet customers of Telekom Austria experience technical problems, the company's experts show up immediately to help. Actually, they do not literally „show up“. Instead, they use the telephone and the Web conferencing service from Netviewer. With a direct view of the customer's screen, support employees can find the solution to the problem without much difficulty - and they do it in about half the time it would normally take. The customers benefit too, since their problems quickly become a fading memory and the cost to use the telephone hotline stays reasonable.

#### Costs go down, satisfaction up

There are a few classic situations: the customer is having trouble logging in, needs help configuring encryption, or is unsure how to install the W-LAN router. Individual configurations often raise many questions. Thirteen support employees at Telekom Austria are ready to discuss the problem and try to find a solution, but that is not always so easy over the telephone. „Less experienced users often overlook simple things like checking an important box, and it can be difficult to describe precisely what must be done. Sometimes you just don't know what else to say,“ according to Wolfgang Polliger, director of the IT helpline team. For customers this can be an unpleasant experience, especially since they must pay for using the hotline or possibly even for an on-site visit.

To simplify support matters for both sides, Telekom Austria sought a Web conferencing service that would allow its employees to view their customers' screens directly. As a result, support personnel are no longer working blind, but can instead guide the customer straight to the solution or use remote control to fix the problem themselves.



Telekom Austria Group is the largest telecommunications firm in Austria and well-positioned for international growth. Telekom Austria Group also owns companies in Bulgaria, Belarus, Croatia, Slovenia, Serbia, Macedonia, the Czech Republic, and Liechtenstein.

More than 2.4 million customers use landline services, and more than 15.4 million use a variety of mobile services and products. The Group employs 17,600 people and achieved total sales of 4.9 billion euros in 2007.



## Easy to use

Telekom Austria had specific criteria for a Web conferencing service. Due to the large number of customers, installation was not possible. Instead, the service had to be started directly from the Internet. In addition, the service had to be easy to use so even inexperienced customers could benefit. Telekom Austria selected the Web-based service from Netviewer. According to Wolfgang Polligger: "We could hardly believe how easy it works, and our customers love it just as much as we do."

The benefits:

- Support personnel must no longer spend a great deal of time explaining to the customer what he or she must do.
- The training effect: remote control lets the customer learn how to help himself next time the problem comes up.
- The service is widely accepted.
- Intuitive operation for both sides
- No installation or firewall configuration

"This is a revelation for our team," says Mr. Polligger, "because it can be really difficult when you can't see the problem with your own eyes. Now we can help most people without requiring a visit, something that benefits both sides." Netviewer is already used for more than 20% of all support inquiries. The support employees were quick to see the benefits of the solution, since it makes their work much easier. From the customer's perspective, this improves service quality, and therefore satisfaction. Shorter telephone conversations also produce tangible benefits in the form of lower hotline costs.

## More than twice as fast

"Without Netviewer, we would definitely need more time to help our customers," according to Mr. Polligger. Besides the ability to establish a visual connection, his team also values other functions like the file transfer feature. This lets them transfer updates or configuration files to the customer at a moment's notice. This makes the support team more effective and efficient overall, which naturally makes the customer happy as well.

**"We could hardly believe how easy it is. Without Netviewer we would need more time on the telephone - a true revelation."**

**WOLFGANG POLLIGGER**  
IT HELPLINE TEAM LEADER

## Quick overview of the benefits

- faster support
- lower costs for the customer, time savings for support personnel
- higher customer satisfaction
- no hassles for installation or configuration
- easy to use, even for new users
- additional features like file transfer
- supports Webcams and VoIP
- certified security

**Austria:** Vienna +43 1 532 1612 0  
**Benelux:** Amsterdam +31 (0) 20 708 970 0  
**France:** Paris +33 (0) 1 414 907 95  
**Nordics:** Stockholm +46 (0) 8 410 416 00  
**Switzerland:** Thalwil +41 (0) 44 722 800 0  
**UK & Ireland:** Guildford Surrey +44 (0) 1483 400 660

**Germany (Headquarters):** Karlsruhe +49 (0) 721 354 499 0

[www.netviewer.com](http://www.netviewer.com)

  
netviewer