



Case Study: TRUMPF

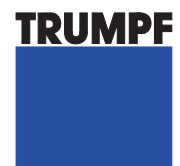
Netviewer at work

Around the globe, machines made by the TRUMPF group are in use along with the corresponding operating software. Especially for installations or critical production stops, fast first level support is required, which frequently means long business trips for the company's employees. To save time and money, the company uses the Netviewer desktop sharing solution and creates more efficiency by a direct connection from computer to computer. The pleasing results: Satisfied customers, one-third fewer trips and dramatically shorter response times.

Around the world with two clicks

The integrated software allows the TRUMPF machine tools to be programmed for a variety of purposes and fine-tuned to individual requirements. However, since the introduction of the network-compatible client/server-based software solutions based on Microsoft SQL Server or MSDE, the installation has become much more complex for customers. This is where the 15-member Support staff comes in, which operates out of headquarters in the Stuttgart area. Whenever problems occur during installation of the software, authentication, rights or with the network in general, they are on the case – even traveling internationally to the scene, as not all support cases can be solved over the phone. In particular, smaller customers without their own network administrator are often completely dependent on help from the pros.

For such cases, TRUMPF was looking for a tool that provides a fast, uncomplicated connection for direct visual contact. No installation, superb function and ease of use – these were the criteria for the new software.



The TRUMPF group, with some 8,000 employees, is one of the world's largest production engineering companies. The core competence of the family-operated company, based in Germany's Swabia region: Machine tools for sheet metal working, high-performance electronics, medical and laser technology and the suitable operating software. In the 2007/2008 fiscal year, TRUMPF earned sales of 2.14 billion euro, a new record that has allowed it to expand its business even further.



Saves one-third of all trips

"Netviewer is simply the best solution for our needs," states Support team member Ralph Schwerdt, who coordinated the selection. "After two weeks, our people do not want to do without it." There is good reason for this high level of enthusiasm: Since Netviewer was introduced, travel has been reduced by one-third and customer satisfaction has increased tremendously, as support cases can be handled much more quickly. With a couple of clicks, the Support staff can view the customer's screen directly and walk them through the installation or go to work themselves via remote control. Since then, the team has enjoyed the benefits of Netviewer, using it an average of five to ten times a day:

- The three-level, Fraunhofer-certified security concept ensures risk-free access.
- A special configuration ensures that the customer and Support team member are connected especially quickly. Says Schwerdt: "If we get stuck on a problem while talking to a customer on the phone, we simply give them the Web address www.netviewer.de to download the tool, and then we can connect to their computer during the call – that makes it unbelievably fast and easy."
- The panel is easy to use and intuitive to operate. When not in use, it remains conveniently hidden at the edge of the screen.
- The Support team members can use drag-and-drop to transfer installation log files to their own computers to analyze them at leisure or copy needed tools to the customer's computer.

Conclusion: Fully developed technology

If necessary, the Support team travels to customer locations around the world. However, since Netviewer has been supporting the team, such trips have become less frequent – and the customers have become even more satisfied. Schwerdt relates that soon, the company will acquire even more licenses, as the subsidiaries have now become aware of the clever tool. "Great function, easy to use, no hassle – I have never seen such a refined tool for controlling computers remotely."

"Netviewer is simply the best solution for our needs. I have never seen such a refined tool for controlling computers remotely."

RALPH SCHWERDT
SUPPORT TEAM MEMBER

Benefits at a glance

- Fast, efficient support via remote diagnostics
- Saves one-third of all travel
- No installation, not restricted by bandwidth or firewalls
- No licensing costs for your customers
- File transfer for smaller updates
- Customized configuration
- Certified multi-level security concept

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


netviewer