



## Case Study: DHL Logistics (Switzerland) AG Express Support with Netviewer



DHL, the global market leader in international logistics and express shipping, offers its customers an extensive range of services. With its DanzLink software, DHL has an important advantage over its competition, especially in a non-EU country like Switzerland. This open data-transmission system uses electronic communication to replace the seemingly endless flow of handwritten forms between freight forwarders and their clients involved in international trade. Now, Netviewer allows DHL to see its customers' screens directly, so they can provide straightforward support without guesswork. Time-consuming and wasteful explanations on the telephone are now history.

### **Good service with desktop sharing**

Its extensive reach and a strong local presence make DHL the first choice for international movement of goods. Particularly in Switzerland, a non-EU country, freight forwarding can become a time-consuming battle in the jungles of bureaucracy. Shipping orders, waybills, customs declarations, and movement certificates are just a few examples. DanzLink makes it all easier: This software uploads to the freight forwarder not only the order but also all related information and documents, saving the customer a tremendous amount of time and money. Until recently, the only thing missing from DanzLink support was a suitable desktop sharing tool.

Philipp Muster, responsible for development and sales at DHL, experienced Netviewer for the first time at German Post and immediately recognized its benefits. The very way it works is one of its major advantages: no installation is necessary and operation is very intuitive. A short time later, DHL ordered two licenses for Philipp and another colleague. Launching the solution at the company was incredibly easy: „It worked – simple as that,” he recalls.

DHL offers its customers a wide range of customized solutions, including everything from shipment of overnight documents to supply chain management. Its international air and ground transportation network connects more than 220 countries and regions around the world. Its 285,000 employees provide rapid and reliable service at 120,000 destinations.



## Support greatly simplified

Security was an important consideration for DHL, which places a high priority on maintaining confidentiality of data at all times. But this concern was quickly put to rest. Netviewer has multiple security certifications, including from the renowned Fraunhofer Institute for Secure Information Technology. With this, the final obstacle was cleared and the service is now in continuous use at DHL. With just one click and a connection number, the support technicians can view their customers' screens and solve a wide range of problems:

- The pointer function lets them point to and quickly resolve minor problems like incompatible date formats and incorrect settings.
- File transfer is a quick way to deliver update packages to customers and remote control provides an easy means of installation.
- New customers receive online training for DanzLink and are accompanied through the mandatory software licensing process.
- Experience shows that a live demonstration is a fast way to convince potential customers of how easy it is to use the logistics software.

## Positive customer feedback

"In the past we tried to do everything over the telephone. Today a quick session on the computer is all it takes. I can't even imagine going back to working without Netviewer, it's simply out of the question," according to Philipp Muster.

Netviewer saves customers and the support team a significant amount of time and money by greatly reducing the need for travel and providing a way to solve nearly all problems in just minutes. According to Philipp Muster, updates alone can account for as many as 60 service calls per month, which would be impossible to handle without the tool. And even if DHL was willing to give it up, DanzLink customers have no intention of doing without. "Many of our customers can hardly wait until I start Netviewer because they know they can just sit back while I take care of pending tasks remotely."

**„We used to spend hours handling one support case. Now we need only minutes. The investment has more than paid for itself.“**

**PHILIPP MUSTER**

**ECOM SALES & DEVELOPMENT MANAGER**

## The advantages at a glance

- efficient support and updates via remote control
- optimal customer service with short reaction times
- no installation
- not restricted by bandwidth or firewalls
- simple, intuitive operation
- less traveling
- no licensing costs for customers
- certified, multi-level security
- simple and complete integration into enterprise software

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