



## Case Study: Sparkasse Group Austria

# First-class efficiency: eBanking support with Netviewer.

With more than 1000 branch offices, Sparkasse Group serves approximately 2.8 million customers and provides them with online banking services for conveniently and securely completing all of their financial transactions. First-class support in the "S" ServiceCenter, Sparkasse's call center, is a natural part of the formula. With the Netviewer desktop-sharing solution, Sparkasse consultants need just a few clicks to view their customers' screens and then use the pointer function to help them correct their settings or install updates - all without incurring major costs and with complete security. Since launching Netviewer, they have been able to reduce the need for on-site support visits by more than 50%.

### „What do you see on your screen right now?“

When transferring funds, having the highest possible security is essential, and all transactions must go smoothly, especially in the business arena. But for e-banking consultants, pure telephone-based support can be a real challenge because the process of asking questions and getting answers unnecessarily complicates what should be a simple solution. It would be much better if the consultant could simply look at the customer's screen. For this reason, the Sparkasse Group made a strong effort to find a desktop-sharing service that would be easy for customers and employees to use without compromising any of the financial institution's security requirements.

### No installation. No problem.

„Efficiency is a never-ending subject for us, so we are always looking for ways to improve,“ explains Team Leader Stefan Herles of the S ServiceCenter. His call center took the lead for the entire Sparkasse Group by evaluating a variety of solutions for improving support with direct visual contact and simultaneously reducing the need for customer visits.



The Sparkasse Group consists of Erste Bank, which serves as the sector lead bank of Austrian financial institution Sparkassen AG, the Second Viennese Vereins-Sparkasse, and 53 state Sparkasse branches and their subsidiaries (Group partners). With more than 1000 branches, the Sparkasse Group provides approximately 2.8 million customers with an extensive line of services, ranging from wealth creation through general financing to insurance products. At the end of 2006, Sparkasse Group had a balance sheet of 138.5 billion euro and employed nearly 16,000 people (nearly 18,000 with Group partners).



The most important criteria during the selection process:

- simple, intuitive operation
- no software installation
- high security standard
- straightforward connections despite firewalls
- the ability to transfer large files

### **Start. View. Provide flawless support.**

During the practical test, Netviewer onezone immediately impressed Herles and his team. Consultant and customer each start the web-based service from their PC and are connected to each other by a randomly generated number - without previous planning or installation. The consultant can then view selected applications on the customer's screen, making it very easy for him to quickly fix many incorrect settings or help the customer install an update. In the most serious cases, an outside service technician must provide on-site support. But the number of on-site visits has been reduced by more than 50% - a major success - also considering that hotline customers now receive significantly faster support than before.

The eleven-person team in the S ServiceCenter especially values the file-transfer feature. This lets them transport the customer's database, which is often larger than 50 MB, onto their system for analysis purposes. "Otherwise, we would have to ask the customer to save the database on a CD and send it to us," according to Team Leader Stefan Herles, "a waste of several days. In the past, we needed four to five instances of customer contact to resolve complex cases, but with Netviewer it happens all at once."

### **Very good support. Very good image.**

Now they wouldn't think of doing business without Netviewer: "Time and again, our customers are amazed that we have such a tool available, it gives our image a major boost." Technicians use Netviewer up to 10 times per day to provide outstanding support, not just in the S ServiceCenter, but also at six additional Sparkasse locations, and various affiliates.

**"Time and again, our customers are amazed that we have such a tool available. It is a major boost to our image."**

**STEFAN HERLES**  
E-BANKING SUPPORT TEAM LEADER,  
S SERVICECENTER

### **The advantages at a glance**

- Straightforward support with a direct view of the customer's screen
- Reduces customer visits for support by more than 50%
- File transfer permits rapid, in-house analysis
- No installation, intuitive operation
- Significantly greater efficiency and customer satisfaction
- Multiple security certifications

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