



## CASE STUDY

Gate Gourmet

### Netviewer caters for Gate Gourmet's meetings

Gate Gourmet is the world's leading independent airline catering company, providing in-flight services across the globe. The company relies on a comprehensive IT infrastructure enabling it to take orders, deliver and maintain services across multiple geographical sites. Using Netviewer software, Gate Gourmet holds quick, instant web meetings all over the world between their team members.

#### Looking for the perfect combination

When Gate Gourmet started deploying an SAP solution across its international facilities, it was important for some of Gate Gourmet's divisions to find a way to enable team members at different locations to share working practises, transfer documents in real-time, collaborate online and adopt new working processes easily and quickly.

As part of this requirement, Peter Feyler, IT Project Manager at Gate Gourmet in Switzerland, reviewed a number of web collaboration solutions. He examined five to ten alternative offers and trialled each one to determine the right solution for the team at Gate Gourmet. The combination of cost structure, ease of use and instant purchase option led to his decision to select Netviewer's one2meet. The tool allows immediate web collaboration, serving both highest security requirements and comprehensive functionality needs.

#### The Solution: Netviewer one2meet

"We needed software that was quick and easy to deploy. With one2meet, we can set up web meetings at short notice by just sending an e-mail with a hyperlink. This saves people time and avoids surfing various web pages until actually connecting to an online meeting.

*"I believe the cost structure is very affordable and while its functionality is of such great benefit to us that I'm hoping it will replace the current way we hold conferences and meetings."*

Peter Feyler | IT Project Manager

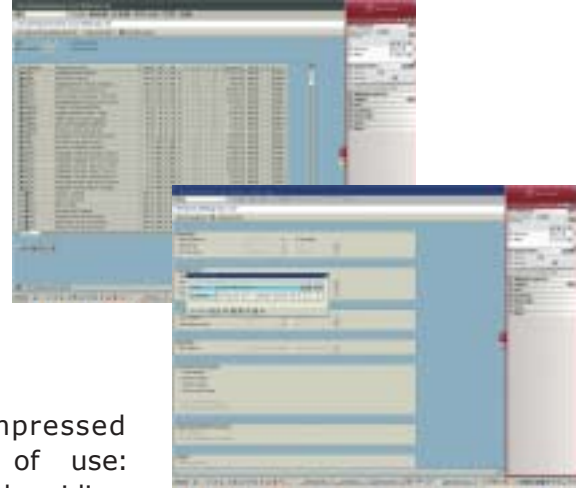
#### At a glance

- new, more efficient meeting culture via the internet
- quick involvement of internal and external partners in strategy development
- no cost for licenses at clients' side
- no installation required
- saves time and travel expenses
- easy, intuitive use
- 128-bit encryption guarantees highest safety

## How Netviewing works

1. The team members get in contact via telephone.
2. One of them starts the consultant program on his PC. The Netviewer software registers with the server, and this generates a so-called session number.
3. With a mouse click, the other team members start the client program from the internet, intranet or extranet and enter the session number as communicated by the colleague.
4. The connection is made. Up to 100 team members can now view the content of another's screen, they can transfer files or work on them together, they can grant remote-control rights, and much more – completely safe and easy to use.

One of the biggest advantages of one2meet is its connectivity to Microsoft Outlook. It takes one click to run the program, without having to download files first and you can go directly to Outlook to set the meeting up as a regular meeting – easy.”



Peter Feyler is also impressed with one2meet's ease of use: “Training basically involved guiding people through the software on the phone or by sending them an invite,” he says.

Netviewer's one2meet is currently used internally to set up and hold meetings between team members at short notice, specifically by Gate Gourmet's SAP team currently implementing global applications throughout Europe, Asia, Australia, and the USA.

“The SAP team typically use one2meet when they are trying to describe screens they are looking at within the SAP application or to coach other team members on basic training. With one2meet, they can share their desktops and documents over a distance of hundreds of kilometres in real time,” Peter comments.

### Conclusion: Great benefit

Gate Gourmet's development team use Netviewer's one2meet on a regular basis, at least once a day. Human Resources and Finance Departments at Gate Gourmet occasionally also take advantage of one2meet and the company is looking into extending its current version to include more users across multiple units as well as external contractors.

“Netviewer's one2meet saves us a lot of time trying to explain things on the phone. I would strongly recommend it as a meeting tool. Its functionality is of such great benefit to us that I'm hoping it will replace the current way we hold conferences and meetings,” Peter concludes.

