



✦ 1&1 Internet AG

1&1 Internet AG, is one of Europe's leading internet providers, and they have recently optimised their customer service by using Netviewer software solutions. Whilst on the telephone with customers, by using Netviewer, 1&1 support staff can view the customer's screen and are able to check computer settings, follow individual steps, identify problems, and provide a solution - all in real time. Problem solving is quicker and simpler, thus saving costs and increasing the satisfaction of both customers and employees.

::: The task at hand

Whether it is setting up dial-up networking, e-mail, or DSL routers, every day the 1&1 hotline receives customer phone calls, where certain actions and settings on the computer screen have to be described. Instead of wasting time with questions like "What can you see on your monitor?" or "Where are you now?", 1&1 wanted to offer prompt customer service, with the aim of improving their competitiveness.

::: The solution

After extensive market research, 1&1 decided in May 2004, to introduce the Netviewer software solution. "Netviewer is an established supplier, completely fulfilling our product requirements", says Thomas Zimmer, 1&1 Vice President for Customer Care & Billing Service, justifying the decision.

The program, a mere 250 kB in size, can be downloaded from www.1und1.de/netviewer and is ready for use within seconds. A six-figure random code is generated by the software, which the support employee passes verbally by phone. Once the user has typed this code into his computer, Netviewer establishes a secure connection to the support PC. Every session is secured with Blowfish 128-bit encryption, as used by the SSL standard. The randomly generated connection number ensures that only the 1&1 consultant has access; third parties are fully excluded. 1&1 does not wish to make any changes to the customer's computer, consequently, the employees do not have remote-control rights. Assistance is offered simply with the help of the pointer. If the user wishes to terminate the Netviewer session, this is easily done at any time with the Exit button.



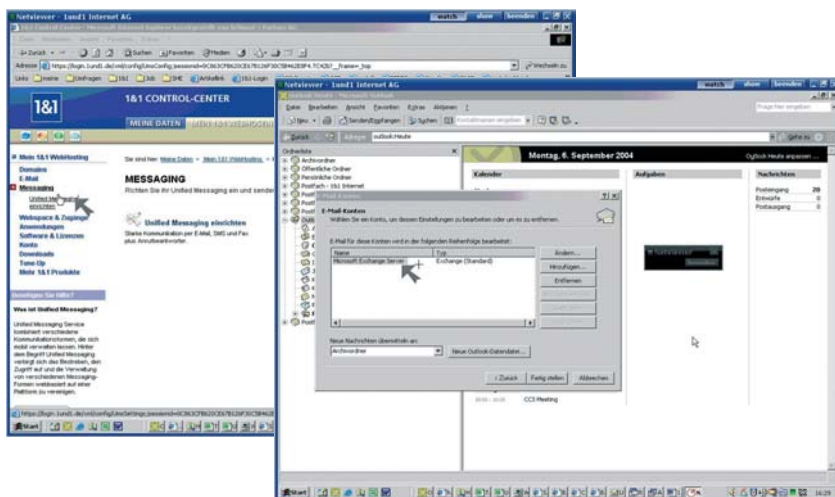
::: 1&1 Internet AG

The 1&1 group is a leading internet provider in Europe, with over 3 million customer contracts and around 4.5 million registered domains. The company is present in Germany, Austria, Great Britain, France and the USA and offers a comprehensive range of online applications to private users, freelancers and companies.

The product line ranges from web hosting (internet homepages, domains, online shops) to highspeed DSL access and personal information management via internet. 1&1 products are complemented by attractive package add-ons such as software for web site design. All 1&1 products are operated from the high-power computer centres of the 1&1 group.



After completing a two-month test phase including the training of the support employees, Netviewer went online in July 2004, at the 1&1 headquarters in Montabaur and at the subsidiary companies Schlund+Partner in Karlsruhe and GMX in Zweibrücken, Germany.



At a glance

- ☒ Simultaneous view of an internet user's screen content
- ☒ Simple operation
- ☒ No installation or configuration necessary
- ☒ Maximum security with 128-bit encryption
- ☒ Assistance from remote diagnosis
- ☒ Simplification of complex support issues
- ☒ Reduction in call times
- ☒ Increased satisfaction for both customers and employees
- ☒ Cost savings

Conclusion

"Netviewer has provided a clear increase in the value of our support. Both our customers and our company benefit equally from the fact that we can now respond to customer support requests even quicker and better than before." Thomas Zimmer's conclusion could not be more positive. Today, around 300 1&1 support employees use this software solution. If the user requests help through remote diagnosis, he simply confirms the connection during the phone call and immediately receives fast and stress-free aid - at absolutely no cost. The pointer arrow helps to show where he should click or which settings have to be changed. Support for technical questions is as effective as if the supporter were directly on location.

1&1 plans to profit even more strongly from Netviewer by introducing the software to subsidiaries in the USA and Great Britain; by then, over 500 hotline employees will be working with the new tool. "We intend to fully integrate Netviewer into our support processes", Thomas Zimmer describes the goal. "Using this powerful software product should become a part of the routine, not only for our customers, but for our customer service as well."