

Desktop-Sharing

Web-Conferencing

Remote Control



CASE STUDY

Spotted by Tankred Informatik:

Netviewer for local authorities

Local authorities have a variety of tasks to coordinate: civil engineering contracts, finances, the school system, health care, social welfare and of course the administration of communities and their inhabitants. Many of these daily tasks are facilitated by intelligent software. But what happens, when the software isn't working properly? The following example shows a simple and efficient solution.

The task: support for public administrations

As an experienced IT specialist for public authorities, the Swiss Tankred Informatik AG offers innovative and flexible IT systems to local authorities in order to meet the increasing demands put on a modern administration. These include for example an online reservation system, a solution for the administration of authorities and a modern system for financial planning. Tankred Informatik AG also offers tailor-made IT solutions that can be easily integrated into existing business processes and applications by using open interfaces.

To be able to provide top-notch customer support they were looking for a desktop-sharing solution which would allow access to the customers' systems in next to no time.

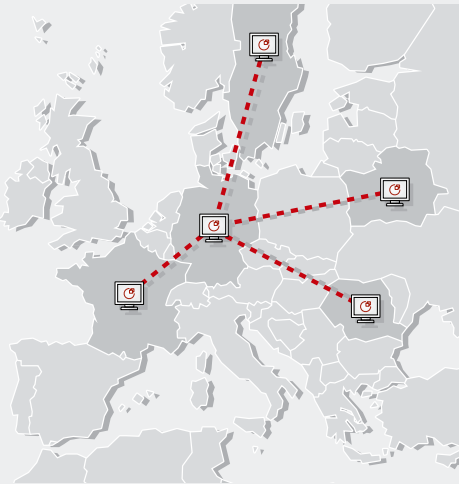
The solution: Netviewer one2one

After probing the desktop sharing market thoroughly Tankred decided in favour of Netviewer. The software of the provider of the same name allows for comprehensive support

- without having to install anything on the customer's side,
- via a secure, encrypted connection that is established with just a few mouse clicks,
- with devices like a pointer or a white board that show customers which adjustments they have to carry out to resolve the problem,
- including the possibility of temporarily remotely controlling the customer's PC to solve the problem.

How Netviewer works

1. The "consultant" (i.e. support agent) and customer get in contact via telephone.
2. The consultant starts the consultant program on his PC. The Netviewer software registers with the server, and this generates a so-called session number. This is displayed to the consultant.
3. With a mouse click, the client starts the client program from the internet, intranet or extranet and enters the session number as communicated by the support agent.
4. The connection is made. Consultant and customer can now view the content of each other's screen, they can transfer files or work on them together, they can grant remote-control rights, and much more.



From customer to reseller

Tankred as well as their customers were enthusiastic about Netviewer's software. Quickly the idea of marketing the tools as an official reseller came up. As their customers implement more and more eGovernment solutions the public administrations also have a need for desktop sharing solutions to be able to support users accordingly.

Public authorities and city councils can now purchase the software via Tankred in order to provide internal and external support, such as

- hard- and software support for internal users at administrations (e.g. the operation of certain PCs),
- hard- and software support for external users (e.g. municipal council, administrative board),
- simple and efficient training of users,
- support for citizens having difficulties using eGovernment solutions.

Example: Local authority of Ostermündingen, Switzerland (16,000 inhabitants)

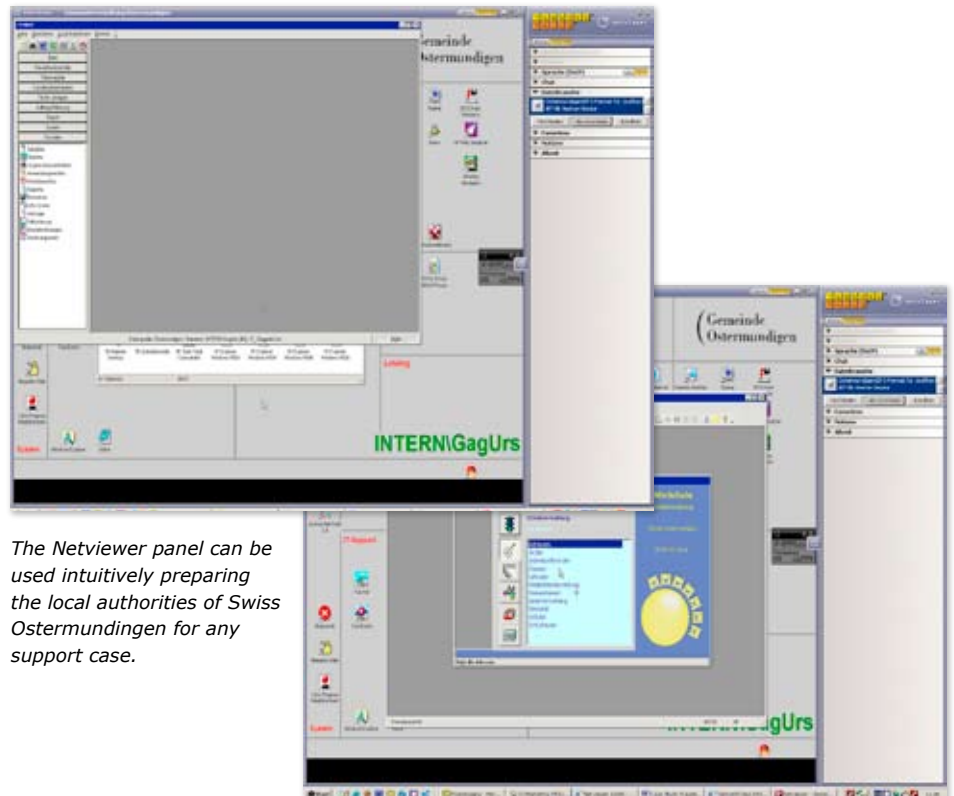
The IT department in Ostermündingen is using Netviewer in order to provide support for all of its software solutions. Problems can now be solved much faster.

Head of IT Urs Gaeggeler sums up: "I especially appreciate the software because it is so easy to use. If you have to solve an IT problem every minute counts. With Netviewer we can put things right very quickly and we can use it without having to study bulky user manuals."

The list of Swiss communities and cities using Netviewer is long – it includes well known St. Gallen or the IT Service Centre of the cantons Nidwalden/Obwalden.

Advantages at a glance

- efficient and fast support
- short reaction time
- no installation, ad-hoc usage
- independent of band width and fire walls
- saves time and costs
- simple, intuitive use
- multiply certified safety



The Netviewer panel can be used intuitively preparing the local authorities of Swiss Ostermündingen for any support case.