



## NEMETSCHek AG

### **Nemetschek AG achieves more efficient training and support with Netviewer**

**Nemetschek AG is using a new software solution to bridge the gap to customers and field staff. The Nemetschek Group uses Netviewer to offer real-time internet-based hotline support for their IT applications that address all phases and disciplines in the construction industry.**

**Online training courses for the familiarisation of sales personnel with new products have made costly and time consuming travel to on-site meetings a thing of the past.**

#### **::: The task at hand**

As a worldwide leading technology corporation in the design, construction and management of buildings and real estate, the Nemetschek Group has over 160,000 customers in 142 countries. The business is based on the licensing and - most significantly - the maintenance of a multitude of IT solutions. This prompted Nemetschek to look for ways of designing hotline support with more efficiency and economy in mind. The same aims were defined for the re-organisation of field-staff training.

#### **::: The solution**

After intensive comparison between the competing solutions, Nemetschek decided upon the software product Netviewer: A suitable solution for both applications was available. Netviewer one2one is ideal for hotline support situations where an employee is in communication with a single customer. With Netviewer one2meet, on the other hand, training sessions for complete sales teams - formerly held in the Nemetschek Group offices - can be conveniently relocated to the internet at short notice.

What's more, the responsible managers and the users were highly impressed by the intuitive operation and the speed with which one becomes familiar with Netviewer: "Since there is no need for installation and user training, the solution was ready for use within 10 hours", summarises Karin Spinner, Head of Training and Consultation at Nemetschek. The investment in Netviewer paid for itself within just 2 months.

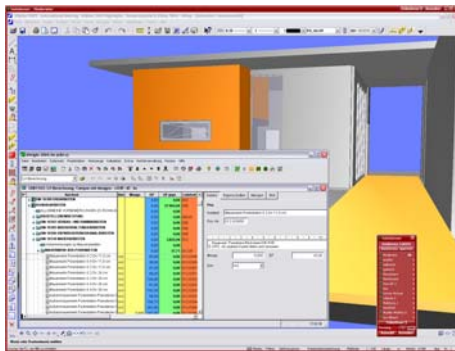
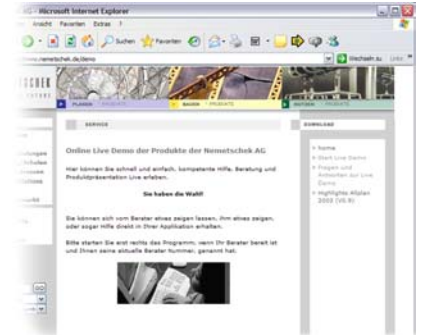


#### **::: Nemetschek AG**

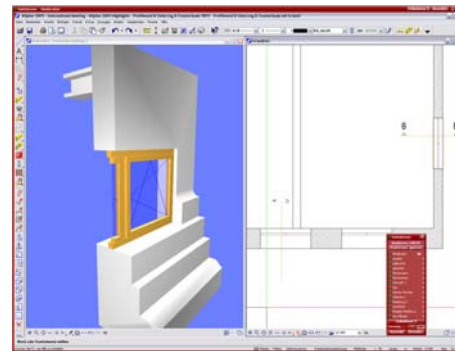
The Nemetschek Group is one of the world's leading technology corporations for the design, construction and management of buildings and real estate. The company's standard software solutions, available in 14 different languages, are at work in over 160,000 companies located in 142 countries. Nemetschek IT solutions create synergies and optimise the entire design, construction and management process of buildings in terms of quality, cost and time input. The group has over 700 employees in 12 countries and achieved sales of € 95.8m in 2003. The company is based in Munich, Germany.



The solution has made decisive contributions to the optimisation of support and sales training since then. Customers contacting the hotline support no longer need to make detailed descriptions of their software problems. The customer merely has to start the Netviewer customer program that is integrated into the Nemetschek web site. After entering a six-figure connection number as communicated by the Support employee, the customer can permit the content of his own screen to be viewed. Instead of relying on the customer's descriptions, or even having to be on location, the Support employee can see at first hand where the problem lies: Netviewer allows the Supporter to recognise and solve the customer's problem live and on screen.



Netviewer one2meet conference with several participants involved in an architectural project and discussing a 3D OpenGL image. Also on display in the foreground is a quantities list in the project management software.



Project design checks within a Netviewer session: Each participant in the session has a full overview of the 3D architectural details and of the 2D construction plan.

Netviewer also bridges a gap to the Nemetschek field staff: Instead of travelling from all over Germany to attend training sessions, they now benefit from internet-based telephone conferences in which the latest software products and updates are demonstrated. This involves a meeting in a virtual internet conference room where they can all view the content of the trainer's screen. This allows even complex functions to be demonstrated in a manner that is easy to understand.

### Conclusion

Steffen Weimann, Head of Support, describes the advantage for his department and demonstrates the enormous savings potential realised by using Netviewer: "We process more than 1000 hotline queries per week. Netviewer has put us in a position to answer customer queries much faster and with much less effort." At the same time, Netviewer has improved customer satisfaction and has cemented the company's reputation as an innovative technology leader in the construction industry.

Cash-in-hand benefits also arose from Netviewer in field staff training: Held once a week, online conferences save the enormous travel expenses and give the sales employees more time to concentrate on their core task—the initiation and maintenance of customer relations.

### At a glance

- ☒ View a partner's screen content in real time
- ☒ Simplification of support issues
- ☒ Reduction in call times
- ☒ Increased customer satisfaction
- ☒ Online training for field staff
- ☒ Savings on travel time and expenses
- ☒ Simple operator guidance
- ☒ No installation or configuration necessary