NTR support
inquiero remote solution

Success Story

Software Development
for Local Administrations
Technical Support

Aytos CPD successfully implements NTRsupport, making its technical support service more efficient, reducing costs and offering an instant and personalised support to its high volume of users.

"Thanks to NTRsupport we have substantially improved our client satisfaction. We no longer send our technicians to solve problems that can be solved from the office".

Company: Aytos CPD

- Software developer with more than 3.250 clients in the Spanish public administration
- Market: Spain
- Sector: Software for Public Administration
- Market share: 40% of the Spanish local administration software market
- Solution: NTR support Technical Support (license format)

Company: Aytos CPD

Founded in 1993 and located in Écija (Sevilla, Spain), Aytos CPD is a software developer for the Spanish Public Administration.

Its solutions include accounting, payroll and human resource, property management, fiscal management, document management, electronic signature, local census, and document entry / exit applications.

Today, Aytos has more than 3.250 clients, including City Councils, Country Councils, Autonomous Governments and other public institutions and has approximately 30.000 end users. Its share of the Spanish Public Administration software market is around 40%.

Prior to the implementation of NTRsupport

Aytos's technical support process was costly and lacked the agility desired by their clients.

The clients were distributed throughout the territory, and the end users were not always technically proficient.

Focusing on reducing costs and increasing efficiency, Aytos had used different applications in order to improve its technical support service but none had successfully fulfilled its expectations.
The applications required configuration of the client network and pre-installation of the software in the end-user's computer, resulting in increased costs and wasted time, installing applications that may never have been needed.

Situation

- Aytos's technical support process was costly and required greater agility
- The remote control programs tested by Aytos did not reduce its service costs
- Application installation was required on the customers' computers
- Network configuration was required

After the implementation of NTRsupport

Aytos has implemented an NTRsupport Technical Support license for 10 operators. The license installation process took less than 2 hours.
The benefits for both Aytos and their customers appeared immediately. After the implementation of NTRsupport, Aytos CPD has significantly increased its customer satisfaction and reduced the costs of its after-sales service through reduced call out charges.

Aytos clients' value two important features; speed in the resolution of their incidents and the simplicity with which a support session can be initiated. Since NTRsupport is NAT, firewall and proxy friendly, no ports have to opened on the remote network, and the clients security policies are not compromised. Support sessions can normally be initiated in less than 10 seconds.

Because no pre-installation is necessary, with NTR support Aytos is capable of offering its users support on-demand, taking full remote control if necessary.

Benefits

- Savings in technicians transport costs thanks to NTRsupport
- More accuracy and efficiency in the resolution of client problem due to NTRsupport
- NTRsupport License installation in less than 2 hours
- No pre-installation required on clients' computers
- Connectivity problems disappeared with NTRsupport
- Increase in the satisfaction of Aytos's clients thanks to NTRsupport

Aytos's clients no longer have to worry about technical support, since Aytos can supply it instantly, leaving them more time to focus on their core activities.
At the same time time, Aytos CPD has eliminated unnecessary trips to clients' offices. Now the company can make a more efficient use of its support services, leading to service cost savings and improved costs reductions.

Without doubt, the implementation of NTRsupport has answered the customer needs regarding technical support service.

To learn more about NTRglobal and our on-demand remote support solution NTRsupport, visit http://www.ntrsupport.com, send us an e-mail or call.

NTR global

Success Story approved by Aytos CPD