NTR support
inquiero remote solution

Success Story

Car Manufacturing
Dealer Management System

Honda Speeds Helpdesk Call Resolution From 1 Hour to 15 Minutes Using NTRsupport

HONDA

Honda Automobiles Spain, S.A. has successfully implemented NTRsupport which has substantially improved the level of technical assistance they provide to their Dealers.

Overview

Situation before the implementation of NTRsupport

- The technical assistance process of Honda was costly and slow
- The other remote control programs tested by Honda only worked inside a LAN (Local Area Network)
- Technical assistance given by phone could take up to one hour.

Situation after implementing NTRsupport

- Remote diagnosis and resolution of 100% of the incidents.
- Remote control connectivity: 100%
- Reduction in call length from 1 hour to a maximum of 15 minutes.

Company Profile

Founded by Soichiro Honda in 1946, today Honda is a leading global company in the automobile manufacturing industry and has a presence in all related markets ranging from small electric bicycle engines to the most powerful racing engines around the world.

Honda Automobiles Spain, S.A. currently employs 70 people, with a network of 100 direct offices which employ approximately 600 people.

Project Background

Technical assistance is required by Honda's Automobile dealers on two levels:

First, the Honda's Dealers have access to a company extranet where all client profiles are stored. From this portal, Dealers can, for instance, process warranties and request spare parts.

Second, on a local level, the Dealers have their own management programs which link to Honda's applications that provide them with critical information. The coexistence of both applications generates problems when providing technical assistance to the Dealers by phone because Honda does not know what kind of program the Dealer may have installed on their computers.

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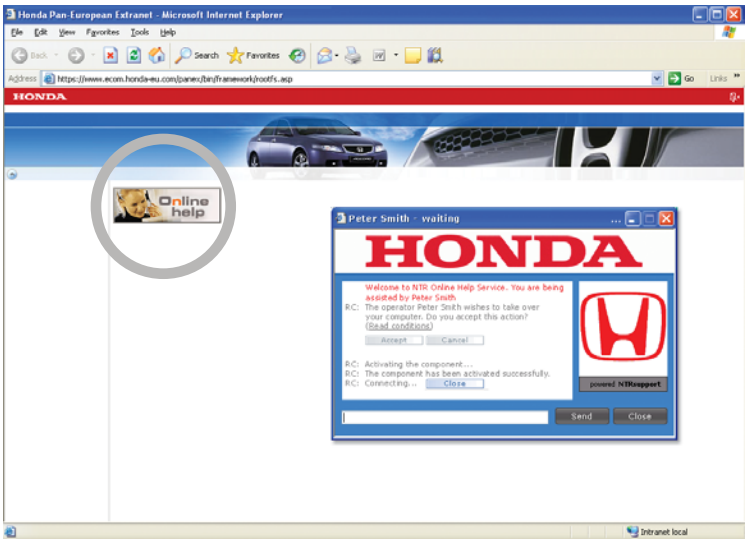
1

Honda directs the Dealer with an incident to accept a remote control session.

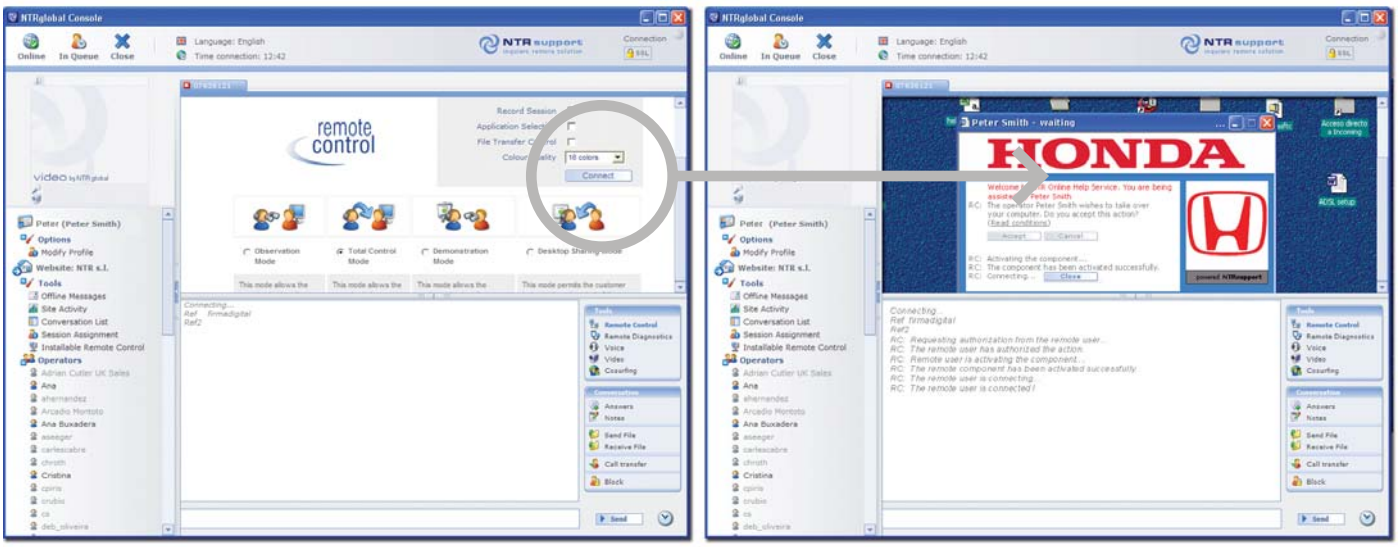


2

The Dealer accepts that Honda will take remote control of their computer.

3

The remote control process is initiated by selecting the appropriate mode.
The Dealer accepts that Honda will take remote control of their computer.



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"With NTRsupport we can diagnose and solve 100% of the incidents. This solution allows us to access the client's computer and analyze the problem with maximum precision to find an immediate solution. With NTRsupport we can do more in less time."

Dídac Guevara, Technical Department of Honda Automobiles Spain

An added difficulty in the technical assistance process is that in the majority of cases, the Dealer's users are not computer engineers nor have in-depth technical knowledge. Therefore, assistance by phone usually takes up to one hour.

After The Implementation of NTRsupport

Honda Automobiles implemented the NTRsupport remote control solution in order to quickly resolve the Dealer's incidents with both the company extranet as well as the local Dealer's management programs. NTRsupport allows them to access the Dealer's computers directly whenever the request cannot be resolved by phone.

One NTRsupport application used most by Honda provides daily morning updates and downloads of the files processed the day before. These include the stock prices of the spares, new vehicles, request confirmations, etc. With this application of NTRsupport, it is now easy for Honda to analyse any incident.

Excellent Connectivity

"NTRsupport's connectivity is absolute. We do not have any problem with firewalls, NAT and proxies"

Rapid to Implement and Easy to Use

"The process to install and use NTRsupport on our client's computer is fast and simple. This is particularly helpful if you have a customer base without technical expertise in information systems."

Reduced Costs

"Thanks to NTRsupport we have significantly reduced our telephone expenses due to a reduction in call duration.

Before NTRsupport, our average telephone assistance could take up to one hour. Now with NTRsupport, in 15 minutes at the most, we can diagnose and solve the incident"

Increased Client Satisfaction

"Our customers describe their NTRsupport service as a pleasant surprise.

The application is very secure for the client as they are always asked for their permission before and remote control is implemented. Therefore the Dealers do not see it as an intrusive tool and can use it with complete confidence."

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.

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Success story approved by Honda Automobiles Spain, S.A.

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