



## Case Study

Engineering  
Network Support

**“Thanks to InQuiero we have achieved a reduction in the number of required trips and therefore the associated travel costs of our technical staff, and our rapid response times in turn reduce the clients costs associated with downtime.”**



**Mildmac has optimised the support services they provide through the deployment of InQuiero.**

### The company: Mildmac

The company Mildmac was founded in 1988. The main focus of the company is the realisation of projects in the fields of Electronic Engineering and communications while offering valued added services, such as business network support services, communications development, application engineering, tailor-made software programs and outsourcing services.

### Before the implementation of InQuiero

Before the implementation of InQuiero, Mildmac had experimented with several other remote control solutions available on the market however they were not satisfied with their performance. The main

difficulty Mildmac faced with these former solutions was the requirement to install software into each of the computers that they wished to remotely access and in order to do that it was necessary for the Mildmac support staff to go to the physical location of each computer. What's more, it was also obligatory to configure the ports as the solutions could not connect directly. They were not satisfied because the time required and the related set up and configuration costs of these solutions were considerably high.

### After the implementation of InQuiero

Since the implementation of the remote control solution InQuiero Mildmac has been able to meet their objective of attending a

high percentage of customer incidences in a short amount of time, without having to physically travel to their customers offices.

With InQuiero, Mildmac has been able to offer rapid technical support using the chat and remote control features without any previous installation required. It is also not required for the customer to have advanced technical knowledge.

Already approximately a quarter of the customer's technical incidences are being attended by remote control. While long term customers are still accustomed to calling the technical support phone line all recent customers are contacting Mildmac online directly by using the InQuiero button. They foresee this percentage increasing as the customers become more aware of the rapid service they could be receiving.

Roberto Ferrero, HelpDesk Manager and Systems Technician, talks about the advantages achieved by the implementation of InQuiero:

**Improved efficiency in diagnosing and solving incidences**

“With InQuiero we can diagnose the problem extraordinarily fast in 90% of the incidences. The 10% that we cannot diagnose are due to severe hardware errors that prevent the customer's computer from establishing a connection or other such communication issues.”

**Maximum speed**

“The InQuiero remote control session speed is excellent. It is significantly better than the speed offered by other solutions in the market.”

**Reduced costs for us and our clients**

“Thanks to InQuiero we have achieved a reduction in the number of required trips and therefore the associated travel costs

of our technical staff, and our rapid response times in turn reduce the clients costs associated with downtime.”

**Customers satisfaction**

“Our customers are responding very positively to InQuiero. They can have their problems solved in a fast and practical manner using the remote control function and they have no problems getting started as they do not need to configure any ports”

**Our Customers are now also implementing InQuiero**

“Many of our customers have found InQuiero such a useful solution that they have introduced it into their own businesses.”

**Outstanding Service given by the InQuiero Team**

“The InQuiero Support Service is very efficient and fast. We are very happy with the service provided. They are always willing to help with any problem.”



**Other remote control solutions analysed**

**Installation**

“InQuiero is so quick and easy because no previous installation is required”

“It was difficult because we had to previously install the program in each computer that we needed to remotely access”

**Support Trips**

“We have significantly reduced the amount of physical travel of our support staff to the customers location, improving response times and costs associated”

“It was necessary for our support staff to perform a high number of customer visits because it was necessary to pre-install the programs to every required computer”

**Speed**

“The remote control session speed is impressive”

“The speed was slow compared with InQuiero.”

**Connectivity**

“With InQuiero is not needed to perform any kind of previous configuration”

“It was needed to previously setup the ports”

## The remote control establishment process

**1**

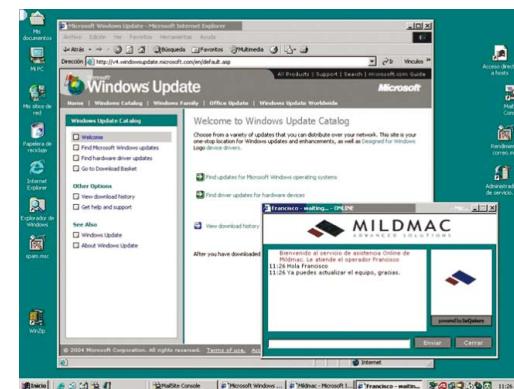
When they have a technical question the customer clicks on the Mildmac button to start a chat with an available operator.


**2**

The operator and the customer begin a chat conversation and the customer grants permission to the operator to take control of his computer.


**3**

The Mildmac operator accesses the customer's computer and resolves the problem. The customer may choose to finish the remote control session at any time.



To learn more about NTR global and our on-demand remote support solution NTR inquiero, visit <http://www.inquiero.com>, send us an e-mail or call.



Surrey Technology Centre, 40 Occam Road  
The Surrey Research Park, Guildford  
Surrey GU2 7YG, UK

Tel. +44 (0) 8703 661 331 | [www.ntrglobal.com](http://www.ntrglobal.com)  
Fax +44 (0) 1483 688 154 | [uk@ntrglobal.com](mailto:uk@ntrglobal.com)

Success Story approved by Mildmac

©2006 Net Transmit and Receive, S.L. All rights reserved.