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Case Study

Communications and IT Consulting
Technical Support

Tenovis Offers Remote Support Without Prior Installation or Configuration

TENOVIS

Thanks to NTRsupport, Tenovis has increased technical support service, reduced costs and provides immediate and personalised customer care to its many users.

Company: TENOVIS

- Offers business communication solutions
- Market: Europe
- Turnover in 2003: £620M
- Employees: 5,500
- Annual R+D investment: £42M

Company: Tenovis

Tenovis, founded by Harry Fuld in 1899, is a European company that offers business communication solutions and technical support centres in Germany, Austria, Switzerland, France, Italy, Spain and Benelux.

In 2003 Tenovis achieved total sales of approximately 620 million pounds. Today, the group employs approximately 5,500 employees and invests 42 million pounds in R+D each year.

Tenovis has 200,000 clients in Europe, including hotel group Accor, Aral, BMW, The Bundesagentur für Arbeit, Centre Hospitalier de Lille, FC Bayern München, Lamborghini, Metro Barcelona and Post AG Österreich.

Prior to the implementation of NTRsupport

Tenovis offers a wide portfolio of integrated business services: unified messaging solutions, broadband connection, telecommunication systems and communication servers, call/contact centre solutions, integrated voice and data solutions etc.

These business solutions require, for their correct implementation and development, an after-sales support service to ensure that any type of request is resolved effectively and efficiently.

Before the implementation of NTRsupport, Tenovis' clients contacted the company by phone or e-mail. Support managers had tested different kinds of remote control solutions, but they always required prior

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"Choosing a remote control solution took us some time while we analysed in detail similar solutions to NTRsupport, but we found nothing like it. Of all the remote support solutions we tried, they needed either pre-installation or port configuration.
With NTRsupport, these problems disappeared"

installation on the client's computers, making implementation time consuming, costly and difficult. In order to ensure remote assistance, Tenovis' clients needed to have an ISDN line or digital connection.

Situation

- Remote control software tested by Tenovis did not reduce service costs
- Application installation was required on the customers' computers
- The configuration of ports was always necessary
- Clients needed to have a broadband connection

After the implementation of NTRsupport

For Tenovis, the implementation of NTRsupport has been a success for three reasons.

First, an increase in customer satisfaction. Their customers describe the service as "a pleasant surprise". Thanks to NTRsupport, customer service is faster, easier, more personalised and innovative.

Second, reduced customer service costs. In particular, the savings in off-site support costs. With NTRsupport, Tenovis' technicians can provide on-demand remote control or assistance without leaving the office.

Third, innovative technology.
"Without question, NTRsupport has helped increase customer satisfaction and has reduced our costs with the ability to remotely access and manage computers using the most reliable and secure support solution available. We can even provide support to customers without a broadband internet connection."

Benefits

- NTRsupport allows Tenovis to reduce support costs
- Savings in technicians' transportation costs
- No pre-installation necessary
- Connectivity problems reduced
- Increased customer satisfaction in after-sales service

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

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Success Story approved by Tenovis
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