NTR support
inquiero remote solution

Success Story

IT Services, Accounting Software and
CRM systems
Remote Support and demonstrations

C2 Networks and NTR UK work hand in hand to increase speed of response to new and existing clients using NTRsupport

C2 Networks search to find one access tool to support clients remotely and demonstrate software applications to potential clients is now resolved.

C2
Networks
Empowering IT & Financial Solutions

"Potential customers are impressed that we can do a live demonstration in front of them whilst talking on the telephone. We are impressed that we haven't had to spend hours on trains, planes and cars getting to their offices".

Martin Smith
Managing Director
C2 Networks Ltd

About C2 Networks

C2 Networks specialises in providing a variety of IT services including software based business solutions, network installations, training, maintenance and support.

Recognising the amount of competition they are facing, C2 Networks saw the need for a differentiating service. This was achieved by their successful and proven implementation methodology – listen to the customer requirements, implement the best solution based on their business needs, train them on how best to use the solution and finally support them through the application lifespan.

The Challenge

As their business grew and the number of customers to reach and support became larger, time – particularly traveling time – became a problem.

C2 Networks has a worldwide customer base spreading from the USA and Canada to the UK, Europe and Africa.

They needed to increase efficiency supporting existing customers and a tool to give product demonstrations to prospects. All this avoiding high travel costs, which overall would have an impact on the profitability of any contract.

"The installation of NTRsupport has enabled us to keep existing customers happy. We can give live solutions to support queries by actually showing the customers what we mean, without going to their premises."

Martin Smith
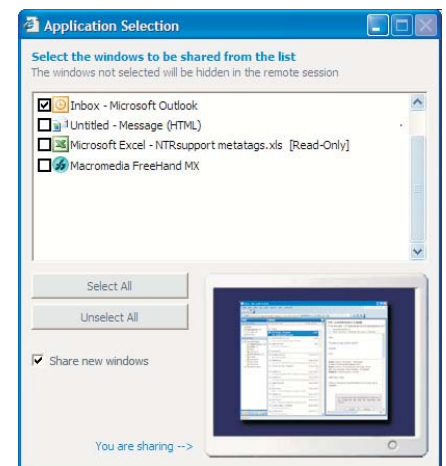Managing Director
C2 Networks Ltd

The Result

Having looked at, and used everything from remote desktop sessions to full Citrix server sessions, C2 identified that they needed one solution that would allow them and their clients to control remote sessions securely.

The information C2 accesses is business critical and highly sensitive, therefore they needed a secure access application that the client could control.

Using Application Selection in NTRsupport the customer can decide which programs/windows the Operator can see and which not. Moreover, every remote control requires the approval of the customer, leaving him or her in control of the remote control session.

In order to guarantee a secure connection NTRsupport uses a 256-bit AES secure encryption.

Application Selection

Benefits

- Ease of use
- Stability and speed
- High level of security

- File transfer
- Dramatic reduction of travel costs
- Works from outside LAN too

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.

NTR global