



AVAYA

Avaya is a leading provider of solutions for trusted customer dialog – “customer engagement” – and efficient collaboration – “team engagement” – as well as through a variety of channels on different devices. Avaya solutions enhance the customer experience, improve productivity, and increase profitability. The leading global contact center and unified communications technologies as well as services are available in a variety of flexible on-site or cloud solutions and can be easily integrated into third-party applications. The Avaya Engagement Development Platform allows customers and partners to develop and adapt individual business applications in order to stay ahead of the competition. Avaya’s fabric-based networking solutions simplify and accelerate the integration of business-critical applications and services. For more information, visit www.avaya.com

Challenges

- ✓ Customer support via mobile devices
- ✓ Stable desktop sharing with low resource consumption
- ✓ Easy to use
- ✓ Remote maintenance with support for the latest product and market developments



Solution

Use TeamViewer for collaboration between customers and support technicians including support for mobile devices as well as the latest operating systems.

Always on: Technical Customer Service with TeamViewer

Avaya guarantees customer support throughout Germany with TeamViewer, whenever and wherever the need arises.

Support is very important to Avaya. “In order for the communications system to always remain operational, proactive monitoring of system performance as well as the ability to rapidly identify and solve problems are essential,” emphasized Thomas Wollenhaupt, who is responsible for the smooth running of the customer service in Germany.

Therefore, the provider spares no effort in order to ensure a reliable operation as well as quick troubleshooting for maximum availability of the communication solution. For the technicians in customer service, the challenge is quickly lending users help and support as needed.

A remote control software that can bring customers and technicians together via Internet access is invaluable. However, it is precisely here that there are major differences: The software being used until a year ago had some significant shortcomings. It did not support all operating systems, let alone mobile devices. In addition, it would not regularly update. Lastly, there were constant connectivity problems with the customers.

Therefore, the IT department began searching for an alternative. “With TeamViewer, we quickly found a solution that not only compensates

for the shortcomings of the previous product but also provides future-proofing through continued development." Of this Wollenhaupt is convinced.

"TeamViewer is the right choice both technically speaking and in terms of price,"

the IT expert remarked. Avaya has been using TeamViewer since the beginning of 2015, first version 10 and now recently version 11. The remote control software now runs on approximately 300 support technicians' laptops.

"TeamViewer is like a Swiss Army Knife in that it opens up many application scenarios. And, does not have server and infrastructure needs, therefore, in return, is easy to use," the system engineer expressed appreciatively. Customers benefit from always having a specialist available to lend support whenever it is necessary to solve a technical problem that exceeds the standard support. You simply need to start a small application, TeamViewer Quick Support, get a username and password, and the connection is established. Users and technicians see the same screen, and the problem is explained without there being any misunderstanding. Also, it is possible to transfer files in both directions, for example, when a log file is needed or a patch needs to be installed. All of this works without any problems, Wollenhaupt explained.

Many customers themselves already have TeamViewer in use at the company

This strong market acceptance has also played a role in choosing the solution, he remarked. And finally, Avaya's internal help desk also uses TeamViewer to solve IT problems among their employees.

Wollenhaupt summarizes the advantages of using TeamViewer for Avaya with two concepts: efficiency and future-proofing. "TeamViewer is very performant, and the connection via the Internet requires little bandwidth. Both are very important. Not only for customers who may have a poor connection," Wollenhaupt explained.

Efficiency also means that the solution consumes few resources on the target system.

Another advantage the system engineer sees is the fact that the product can also be used across firewalls, because it builds up the connection from inside the network to the outside Internet. This means that the customer's computer is always accessible without having to change anything in the security of the customer's network.

"This ability to support customers faster, more efficiently, and professionally in the case of escalation via TeamViewer also naturally improves our quota of successful remote support," summarized Wollenhaupt. "TeamViewer is continuously developing and promptly supporting the latest product versions and innovations in the market."

This is important for Avaya, because the IT department is planning to migrate to Windows 10. TeamViewer must and can then go along with this step. Similarly very significant is the support for mobile devices, because the technicians sit in the customer service department, for obvious reasons of mobility. One of the main reasons for the rapid migration to Version 11 was the fact that in this version, the support for mobile devices is included in the license.

Wollenhaupt's conclusion is correspondingly positive: "With TeamViewer, we have found the right, long-term solution that will accompany us for a long time to come with its operational efficiency, pricing, and constant aspiration of timeless development."

TeamViewer GmbH

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world's most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit: www.teamviewer.com

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