

# Shortened Service Distances



Freudenberg IT, as a part of the Freudenberg Group of companies, is a global IT Solutions Company specializing in SAP consulting, outsourcing, manufacturing execution system & managed hosting. Headquartered in Germany, Freudenberg IT is operating out of 18 locations in Europe, North America, China and South East Asia with over 600 associates, including offices in Los Angeles, Barcelona, Munich, Kiev, Beijing and Singapore. In 2009, Freudenberg IT crossed USD 100 million in annual revenue. Freudenberg Group registered a turnover of about USD 7 Billion in 2008. For more information, please visit: [www.freudenberg-it.cn](http://www.freudenberg-it.cn).

## Challenges

- ✓ Satisfying customers with a usage experience with simplified operations
- ✓ A plethora of services, and ability to respond quickly
- ✓ Quick and effective problem solving with simultaneous cost savings



## Solution

The simplicity and ease of use of the TeamViewer software not only helped Freudenberg IT grow their service expertise, but also greatly increased the number of customers, making their superiority in customized services even more obvious.

Freudenberg IT China reduced the average response time for customer requests from 48 hours to 30 mins

As a member of the Freudenberg Group headquartered in Germany, Freudenberg IT provides customers with complete services and solutions for the entire IT environment, from consulting and support, to implementation. Gao Yichun, manager of the Freudenberg IT China Service and Sales department, says: "The large volume of customers and multiple requests are a challenge that we have to meet. We have a telephone hotline that customers can call at any time to communicate with our engineers, and require us to provide expert and fast solutions. This not only requires our engineers to have excellent professional expertise, but also requires us to diagnose problems accurately, and solve them quickly."

Currently, there are 10 people in Gao Yichun's desktop team, and although this is an average level for the industry in terms of manpower, this team needs to provide 12x5 real-time services for customers in this region, and needs to provide support to customers worldwide, so actually the team needs to provide 24x7 services.

Specialized services depend on the ability of the team, and requires them to depend on TeamViewer to achieve quick response for stable transfer. "Before selecting TeamViewer, we considered and compared a lot of brands. In terms of value as well as performance advantages, TeamViewer was the clear winner," Gao Yichun says. "Freudenberg IT is a strong and autonomous family business, and before we make a decision, we go through full investigation and evaluation. We not only have to understand our own needs, but also have to understand the reaction of the market. We have hundreds of customers scattered in various places, and the problems encountered and network environments differ with each customer.

This requires our team to more knowledgeably understand the customer's problems. The TeamViewer customer module QuickSupport and the "ready-to-use" integration button make our workers able to use TeamViewer anyplace, anytime, making communication simpler."



For Gao Yichun's team, it has simplified the work. "We can check their on-line status in the TeamViewer computers & con-

tacts list, and set up a remote connection with a single click. This allows us to provide remote support whenever necessary." In addition, Freudenberg IT benefits from the multiple platform support capabilities of the TeamViewer software. The connected parties can connect using Windows, Mac, or Linux computers, as well as with IOS or Android mobile devices.

## Number of served customers grew by 20%

Before TeamViewer, business trips were needed to solve customer problems. With TeamViewer, the number of customers being served increased 20%. Gao Yichun says: "We reduced the average response time for customer requests from 48 hours to 30 minutes. The customer just needs to have a computer, and through the simple and convenient operation of TeamViewer, service is anywhere, anytime, and not difficult at all. At the same time, transfer has been stable, and there have been no delay phenomena. The transfer stability is also extremely high, and this further accentuates the advantages of our customized services. We can perform proactive management whenever, wherever."

## Rate of business trips dropped by 30% to 40%

TeamViewer can not only complete remote file transfers, and can also complete service and support

operations in less than one minute. At the same time TeamViewer offers web conferencing, with video and audio. The convenience of TeamViewer massively reduces communication costs, including service personnel travel costs. In traditional travel methods, Freudenberg IT needs to pay necessary costs including transportation, lodging, etc., and in terms of materiel, an unmanned server requires the dispatch of a specialist to perform server room operations, etc., whereas the meeting function of TeamViewer and the unmanned remote support functions make remote communication become simple and convenient, which not only saves an average of 20% to 25% in costs, but greatly lowers the annual frequency of business trips.

Gao Yichun pointed out that the rate of business trips had dropped 30% to 40%, and further indirect benefits have been seen. Moreover, TeamViewer's web version and portable version make being out of the office very easy and convenient for staff going on business trips. Even more importantly, better communication with the customers, just like lowering communication costs, brings about good ongoing effects.

As of now, Freudenberg IT has been using TeamViewer for over two years. Gao Yichun says: "TeamViewer has absolutely enhanced our productivity, and our degree of expertise, and also from the angle of cost savings, TeamViewer was clearly the best choice."

### 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](http://www.teamviewer.com)

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