

# TeamViewer Keeps Customers' Cash Flowing at Jyske Bank

Major Danish bank streamlines client services in fast-growing-online channel with highly secure remote access solution

## JYSKE BANK

Jyske Bank A/S is Denmark's second largest bank. Established in its current form in 1967 following the merger of four banks in the mid-Jutland region of Denmark, the bank has roots that can be traced back to the mid 19th century. Today the bank employs around 3,800 people across more than 100 locations. Ensuring that customers enjoy a consistent, reliable and high-quality online experience is vital to the success of this important channel. To this end Jyske Bank has an extensive team of 30-40 people dedicated to supporting online customers, across four different departments. For more information, visit: <http://www.jyskebank.com>

### Challenges

- ✓ Fast-growing online channel had increased the bank's support burden
- ✓ Customer downtime risks client satisfaction due to delayed personal banking transactions
- ✓ Transformed support scenario requires high security to protect sensitive data



### Solution

TeamViewer provides an efficient, intuitive, and highly secure remote support tool, enabling the rapid resolution of customers' online banking issues and leading to improved customer satisfaction. Up to 80% of the bank's customers use the Jyske Netbank internet service, with full confidence that their personal data is safe.

As Denmark's second largest bank, Jyske Bank A/S is continuously striving to provide a differentiated, value-added experience for its customers. Adapting to their evolving needs means being prepared to embrace the latest customer service channels. Today some 70-80% of clients actively use the bank's online service, Jyske Netbank, to manage their accounts - numbering hundreds of thousands of people.

Ensuring that customers enjoy a consistent, reliable and high-quality online experience is vital to the success of this important channel. To this end Jyske Bank has an extensive team of 30-40 people dedicated to supporting online customers, across four different departments. Just one of these departments has logs detailing 8,000 support files built up over a period of three years. Extrapolate that figure across four departments, and this makes for a considerable workload.

Initially Jyske Bank supported its Netbank customers by telephone. If they were having problems setting up an online account, logging in or completing transactions, the support team would ask them questions to help trace the source of the issue before guiding them through remedial action. This process was time consuming and relied on the customer's ability to explain the problem clearly, and to act upon the support team's instructions. Miscommunication could result in delayed resolution and customer frustration, interrupting the flow of transactions and reflecting negatively on the bank's brand.

With volumes of Internet customers growing at an accelerating pace, Jyske Bank decided it needed a more efficient and reliable way of supporting its online account holders remotely.

The bank was introduced to TeamViewer, a specialist remote access tool which enables support personnel to securely log into customers' PCs and complete diagnostics and fixes by remote control.



Knud Albrechtsen, Jyske Bank's IT administrator, with responsibility for all of the bank's workstations and servers, explains the appeal of TeamViewer over alternative solutions: "It's very easy to get the user started - you don't need to be a rocket scientist to install it, and it's intuitive for both the customer and our support people. It also works across a range of different platforms - not just Windows but also Mac and Linux - which is important as we're dealing with a very broad market."

## Highly secure and traceable system

Most importantly, however, the system is highly secure - and traceable - so neither the bank nor its customers need to worry about sessions being hacked, or unauthorised remote access sessions taking place. "We are able to log the sessions which is important for legal purposes, as it means we can show exactly when we were logged on to their system and what we did. This protects us, and gives the customer total peace of mind," says Ms Albrechtsen. "These records are crucial, in case a customer ever complains."

## Smoothing the flow of transactions

As a result Jyske Bank is able to support its online customers swiftly, efficiently and completely securely, heightening their experience of the Netbank service and smoothing the flow of transactions.

Calls that previously might have taken a significant amount of time to resolve using a painstaking series of questions and answers between the client and support staff have now been replaced with quick-fix remote access sessions, involving little or no input from the customer. Customer confidence in, and satisfaction with, the online channel have increased as a result, to a point today where up to 80% of Jyske Bank's customers actively use the Netbank service. TeamViewer's impact on the ability to serve customers more efficiently is huge: It helps numerous customers each day, both to mitigate trivial problems and for more cryptic technical challenges at the customer's end.

*"TeamViewer is a vital tool for managing our online channel."*

In addition to exceeding customers' expectations and boosting its brand perception, the bank is now able to service more customers in a fraction of the time, boosting internal productivity and efficiency. "TeamViewer is a vital tool for managing our online channel," says Albrechtsen. "We absolutely couldn't do what we do without it." Jyske Bank is so impressed with the simple efficiency and transformative impact of TeamViewer that it is now looking at additional ways it can harness the technology internally.

### 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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