



Founded in 1973, Carey Paul Honda is the oldest family-owned Honda dealer in the Metro Atlanta region. With a central focus on customer satisfaction, the dealership has been serving customers in Snellville, Lawrenceville, Duluth, and other surrounding Atlanta cities for more than 40 years.

Challenges

- » Overcoming decentralized IT management
- » Too many users with admin privileges
- » One person supporting 100+ devices throughout multiple buildings



Solution

IT manager used TeamViewer to set up a centralized support and device management platform that allowed him to efficiently service the organization from a single console.

Turning an IT Nightmare Into a Dream Come True

Put yourself in Michael Barron Jr.'s shoes. You get a new job as the IT manager at one of greater Atlanta's largest Honda dealerships.

Sounds great so far. But you walk into a nightmare of technology chaos where no one knows who has what computer or what's loaded on each device, there's adware spinning out of control, and they have a part-time tech from a dealership across town make sporadic visits when he can fit it into his schedule.

Being a pro, Michael didn't even flinch. He had a solution to fix all of that, and even better, monitor and manage it from one location. In just three months, Michael was able to turn the IT nightmare into a dream come true with TeamViewer.

For more than four years, Michael had already taken TeamViewer for a test-drive, using his free personal subscription to remotely support his family members whenever they had an IT crisis.

"It was a no-brainer to choose TeamViewer. It worked so well at home, I figured it would be even better for business, with all the features to monitor, manage, and maintain a secure environment"

explains Michael. TeamViewer enabled Michael to turn the 100-plus-device pandemonium into an easily organized and tagged system that could be conveniently managed.

"TeamViewer gave me a clear view into the status of each computer, including if they were infected with malware, so I could easily address the situation before it went from a hassle to a real problem," adds Michael. "I was able to document how many computers have what kinds of processors, RAM, and software, and chart all the devices onsite to see the big picture of where we stood and where we wanted to be."

Using the asset management feature also enabled Michael to allocate the correct device to the person who needed it most.

For instance, there's no need for a sales person to have a revved-up computer with a lot of RAM and large hard drive. Instead, that device would be perfect for the technician who needs a more robust system and access to software features that help diagnose automotive issues. TeamViewer asset management helped Michael put the right devices in the right hands.

The driving feature that makes Michael a TeamViewer fan is how easy it is to provide remote support to anyone, anywhere on the large property. "We have three large buildings spread out across a few acres. It's quite a walk from building to building and a big time-waster," explains Michael. "Instead of it taking minutes to help someone, I can diagnose, troubleshoot, and solve the problem in seconds without leaving my office."

Those minutes can add up to hours pretty quickly, and hours add up to dollars.

TeamViewer's remote access and support, along with its monitoring capabilities, saves everyone a lot of time so they can get back to serving customers, and that affects the dealership's bottom line.

"Before I introduced them to TeamViewer, it could take weeks for an IT problem to be solved," says Michael. "Now, even if someone has a problem in the evening or on a day when I'm off, I can quickly remote in and solve their problem, so there's no downtime or lag in our customer service."

When agility and speed really count, TeamViewer makes sure Michael doesn't disappoint. In an arena where customer

service can make or break a sale, serving his team effectively and efficiently is a key to Michael's success.

"I am frequently told that I am the best IT person they have ever had at the dealership. I can't take all the credit. I know that a lot of that goes to the TeamViewer ability to help me simplify organization and support my team's needs remotely whenever they need me. I love TeamViewer, and I wouldn't use anything else."

And TeamViewer didn't disappoint Michael when he needed assistance. Going from the personal subscription to a loaded business subscription opened doors to new capabilities that Michael wasn't sure how to best utilize. When he needed help in understanding one of the software's features, he reached out to support and received an answer right away, steering him in the right direction.

With TeamViewer working for him, Michael is able to keep the entire dealership running in top gear.



TeamViewer US LLC

TeamViewer is a leading provider of global connectivity solutions for remote access, support, and team collaboration. TeamViewer's flagship product has been activated on more than 1.8 billion devices to support over 40M sessions on any given day.

For more information about TeamViewer, visit:
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TeamViewer US LLC
5741 Rio Vista Dr.
Largo, FL 33760
800-951-4573