TeamViewer

INTERSTATE COLD STORAGE, INC.
Public Cold Storage Warehousing & Distribution

Interstate Cold Storage is a leader in cold storage, shipping, and distribution with a network of facilities strategically located across the Midwest. For more than 30 years, the family-owned company has been committed to providing cost-effective refrigerated services as well as outstanding customer service and logistics.

Challenges

» Managing technology throughout the company's five facilities

» Delivering superior service, support, and satisfaction to the company's 200 employees

» Cutting costs and travel time to support systems throughout the company

» Troubleshooting VPN issues and bypassing when necessary

Solution

TeamViewer enabled Interstate Cold Storage's IT team to drive efficiency, supporting the company's 200 employees across the Midwest. The solution enabled the company to solve simple problems, provide regular maintenance, deploy company-wide updates, and mitigate unique router issues. The company's IT team reports that the TeamViewer subscription practically paid for itself, saving them hundreds of dollars, hours of travel time, and a wealth of frustration.

Driving Efficiency in the Cold Storage Supply Chain

Technology figures into every aspect of our lives today, including the path food takes to safely reach consumers. From a farm in the Midwest to our dinner tables, some of these items have to travel long miles and be stored in refrigerated warehouses before they make it to customers.

Interstate Cold Storage is part of that seamless supply chain, providing cold storage warehousing to ensure food arrives safely to grocery stores and markets. Part of the Tippmann Affiliated Group, Interstate Cold Storage has seen the technology that's essential to their business operations change over the decades since they were established in 1973.

More than just storing frozen foods, Interstate Cold Storage provides real-time online inventory tracking and radio frequency (RF) barcode scanning to drive efficiency, specialized software applications customized to specific client needs, and security and surveillance technology to ensure food safety. It's part of the company's commitment to provide a superior level of service for its customers.

Michael Ruf, Interstate Cold Storage's Director of Information Technology, is responsible for managing all these pieces, as well delivering that same level of service, support, and satisfaction to the company's 200 employees.

With offices and warehouses spread out over six locations, Michael looked

to remote access as a solution to support employees' IT demands.

"Back in the day, say someone had a problem," Michael explains. "I would remote into their system, using the remote access software we had at the time, and it would lock the person out of their screen."

That didn't sit well with Michael, who at times wanted to show users how he was solving common problems, so they could understand how to do it themselves the next time.

"Since they couldn't see what I was doing, I had to go across the plant to their desk and show them the steps," illustrates Michael. "What could have taken 30 seconds to fix instead took 20 minutes, and I couldn't help other users when I was away from my desk."

The change in where and how people worked prompted Michael to take another look at his remote access solution. With more and more employees working from home or on the road, it became extremely difficult for Michael and his team to provide support when they couldn't even connect to users.

"Sometimes remote access would work and sometimes it wouldn't, especially if they were in a hotel and the VPN didn't work," says Michael. "I would have to blindly support them, troubleshooting their Wi-Fi configurations and trying to understand what they were seeing on their computer." And since end-users and technicians see things differently and speak a different language when it comes to computers, this

put Michael and his team back at square one.

Expanded Availability, Greater Efficiency, and Recognized ROI

Michael did some comparison shopping before deciding to go with TeamViewer as the company's remote access and support solution. Comparing tools, functionality, performance, price point, and ROI, he soon realized TeamViewer best fit his needs.

"I tried a few solutions and wasn't impressed with their complexity or price tags," says Michael. "I wasn't looking for meeting software with remote capabilities, I wanted remote access software. I liked TeamViewer's interface, easy-to-use tools, and great performance. It was the only one that fit what I was looking for."

Using TeamViewer's free trial, Michael soon found that he was able to increase efficiency, save time and money, and provide a superior level of customer service.

And TeamViewer enabled Michael to support his company's

TeamViewer

Mac users as well when their VPN client was unable.

"Everybody loves that they can see what I'm doing," explains Michael. "No more locked screens or wasting time walking across the plant or traveling hours away. I can do it all from my computer, no matter if I'm in the office, on the road, or at home."

Michael, and the employees that he supports, were so excited about how TeamViewer worked, he decided to sign up for an account.

"After trying it, I knew I needed to buy it. The free trial was so good it did almost everything we needed, but we decided to upgrade to get two channels so we can provide better support."

Michael has taken full advantage of his TeamViewer account. He says the feature that really sold him was the Computers & Contacts list.

"I don't have to ask users for their ID when I am helping them out. It's all in the Computers & Contacts list so I just remote in, solve the problem, and when I'm done, they can close and don't have to worry about security. It's easy for me and

safe for them."

And speaking of security, even if TeamViewer IDs and passwords somehow fall into the wrong hands, Michael can rest assured knowing his company is safe since he controls the license and no one can get access without that license.

As part of a family of companies, sometimes Michael needs to provide support and updates for other parts of the family in different parts of the country, but since he is not directly part of those other companies, he faces the security of firewalls when he needs to provide updates. That's where TeamViewer's file transfer capabilities really come in handy.

"It used to be that we had to walk users through the software update process over the phone, which could take hours," Michael explains. "Now I can just use TeamViewer and I don't have to worry about our firewall or their firewall.

TeamViewer works like magic so I can easily transfer the update files, install the new software and licensing files, and get it done in five minutes."

And troubleshooting VPN clients is one of his favorite tricks.

"If they have internet, I can hop on their desktop for installs or
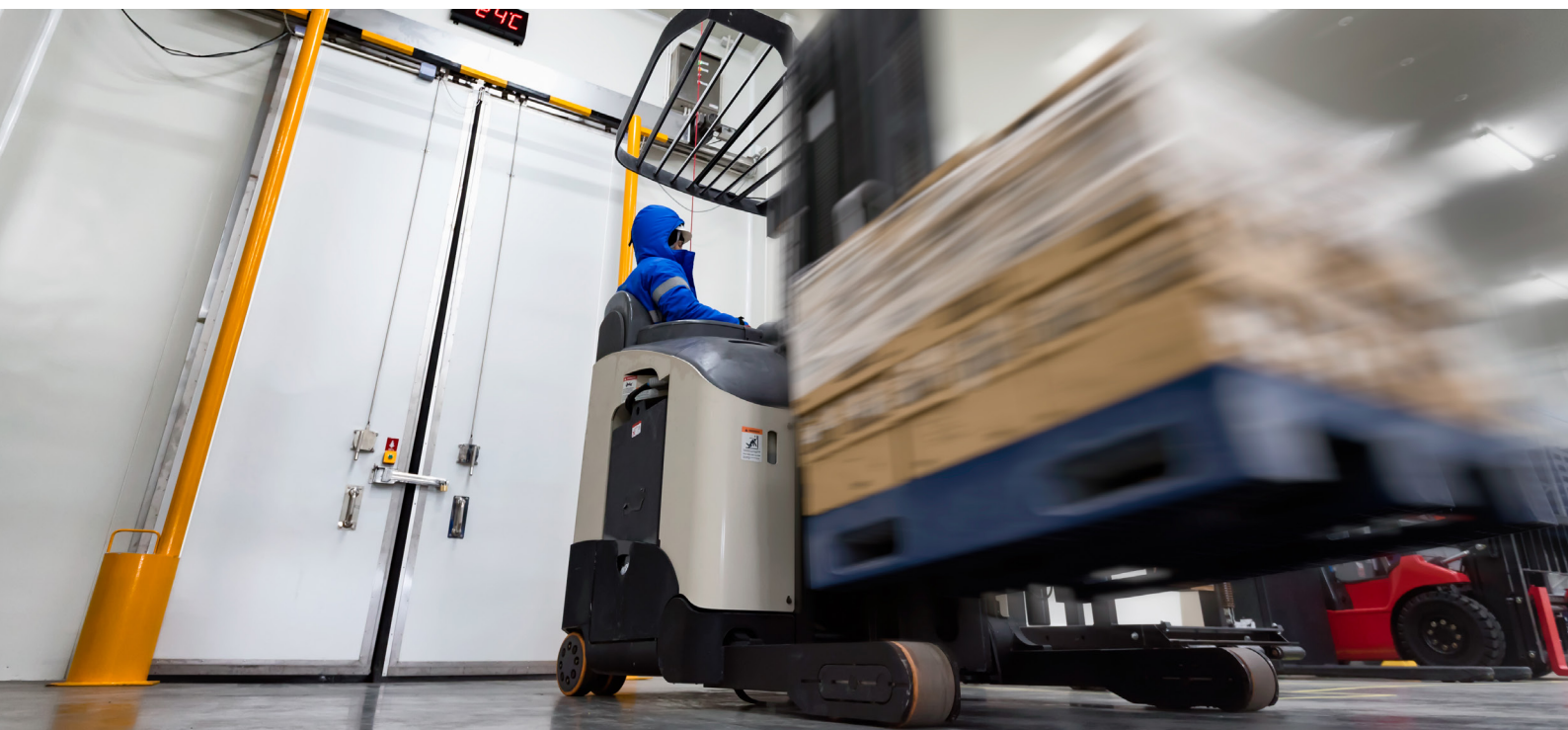
reconfigurations whether they're at home or in the office," says Michael. "We upgraded our VPN client about a year ago and I was able to rapidly deploy the software using TeamViewer without needing to have users drive in or sending them download links, passwords, or instruction guides."

TeamViewer has come in handy in a variety of situations from deploying a company softphone application across a new phone system to configuring routers to fixing a router that was down.

"In one of our Columbus branch offices, a router was down and we had problems with the VPN that I needed to log into the router," says Michael. "I was able to get on TeamViewer and then get on the router and solve the problem, which would have been unheard of before. Without TeamViewer, I would have had to make the trip to Columbus, which means paying me for the five hours of driving, my hotel to stay overnight, gas, and expenses. That adds up."

When it comes to ROI, the company's TeamViewer subscription has practically paid for itself several times, saving them hundreds of dollars and hours of travel time. "It's insane what TeamViewer has done for our business," acknowledges Michael.

Like a lot of support technicians, Michael carries his skill set home, solving his extended family's IT problems across the country. But he does have fun occasionally, and TeamViewer has become a part of that too.

"My brother lives three hours away, but we are able to play games together thanks to TeamViewer," he shares. "TeamViewer is optimized to pass usable audio and video, even for 3D games."

Whether at work or at play, Michael relies on TeamViewer to drive efficiency, expand his availability, and give him a visible return on investment, whether in dollars or in game points.

"TeamViewer always works. It's easy to use, saves us money and time, and it just makes tech support so much easier."

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: www.teamviewer.com