

H3C Technologies

TeamViewer makes IT support services smoother and more efficient



TeamViewer helps H3C Technologies achieve a higher level of digital transformation in hundreds of industries.

H3C offers a full portfolio of Digital Infrastructure products, spanning across computing, storage, networking, security and related domains, and provides a comprehensive one-stop digital platform which includes cloud computing, big data, artificial intelligence (AI), intelligent connectivity, 5G, information security, new safety, IoT, and edge computing, as well as end-to-end technical services.

In order to ensure that the customer's system can run perfectly in various scenarios, H3C chooses TeamViewer remote support solutions to help quickly solve the technical problems encountered by clients in the process of going online, production, debugging, after-sales, operation and maintenance.

Challenge

H3C Technologies handles hundreds of thousands of customer cases each year.

- ➔ **Up to now, the remote support software they used sometimes had problems of version inconsistencies with their clients, resulting in an unstable connection or a connection termination**
- ➔ **A professional, safe, and stable remote support solution had to be found that would positively support H3C's image**

Solution

H3C uses TeamViewer remote support solutions to help quickly solve technical problems encountered by clients in the process of going online, production, debugging, after-sales, operation and maintenance.

Results

TeamViewer is stable, and can be used with different versions and even weak internet connection, resulting in stable connections.

- ➔ **This leads to a faster and more accurate diagnosis and troubleshooting.**
- ➔ **An estimated travel cost saving would be around 2500 yuan each time, or 540,000 yuan annually.**



Overcoming unstable connections and reduced work efficiency

Before TeamViewer, H3C has used many software solutions with similar functions on the market, and there have been many problems. For example, in the process of helping clients deal with problems, H3C is often encountered with version inconsistencies, which lead to an unstable connection or a disconnection. "This problem seriously reduces our work efficiency, hinders online problem solving and also affects the credibility of our company. To solve this problem, we decided to use TeamViewer to improve work efficiency and to increase customer satisfaction," explains He Ying, Director of the CT product support team at the Technical Support Center of H3C.

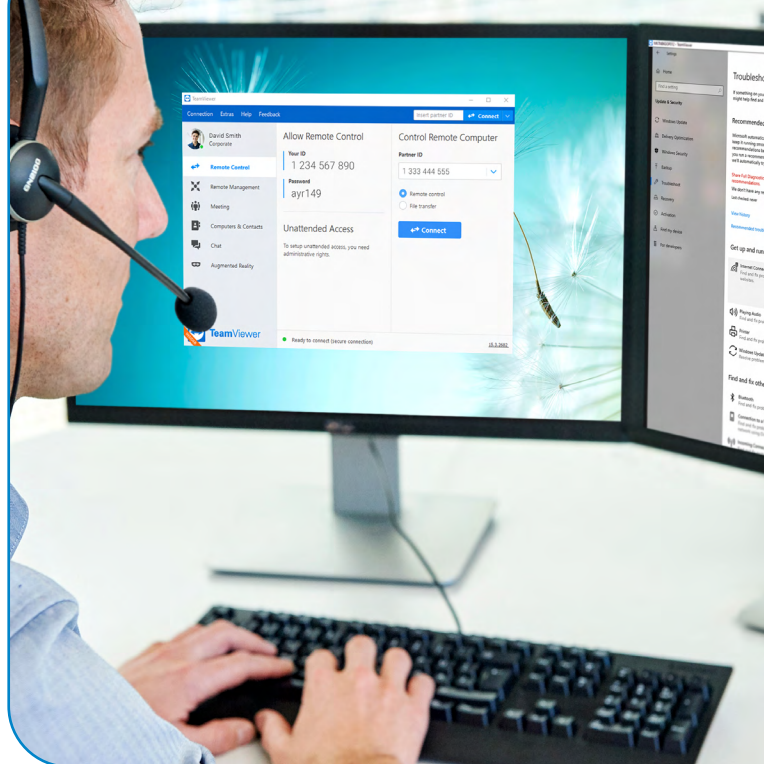
H3C handles hundreds of thousands of customer cases each year. All these issues are classified according to the degree of difficulty, and H3C decides whether to handle it on-site or remotely based on customer needs. He Ying explains the specific customer problems that he usually encountered: For clients from larger-scale companies, H3C usually arranges on-site engineers or professional operation and maintenance personnel to deal with it. TeamViewer software is widely used to deal with technical problems encountered by small and medium-sized customer groups in our after-sales service team. These customers generally have weaker technical capabilities and require one-to-one after-sales engineers to guide operations when dealing with complex problems. In the case of serious breakdowns and urgent situations, H3C will directly use TeamViewer software. After the approval of a client, the after-sales technical engineer directly controls the clients' computer through TeamViewer.

Adapting to customer needs

"TeamViewer is widely accepted by our customers. In fact, since we have started using TeamViewer, the efficiency of handling problems has greatly improved. I believe that on one hand, TeamViewer as a global leading remote platform can provide users with secure remote connections, support, control and collaborations solutions, and all-day terminal protection to escort the efficient operation of enterprises. On the other hand, H3C's use of TeamViewer highlights our professionalism and accuracy in dealing with remote issues, which has greatly improved the company's brand image. From the perspective of customers, TeamViewer has a wider range of users, higher customer acceptance and more widespread client installation. Coupled with its convenience, TeamViewer can help smoothen our business." Wang Jun, head of service customization development department of H3C said.

Save travel costs and shorten service time

According to statistics, in May 2019, H3C used TeamViewer software for 1394 hours in only one month; From June 2019 to May 2020, the time was 24,405 hours. Remote assistance through TeamViewer is expected to reduce on-site travel 4 times a week. If calculate the cost as 2500 yuan each time, the estimated annual travel cost saving will be 540,000 yuan.



He Ying, Director of CT Product Support Team, Technical Support Center, H3C

TeamViewer ensures a smooth and efficient connection, shortens the time for troubleshooting, saves travel costs, and improves customer satisfaction.

Wang Jun is giving an example: "A recent customer called us to repair a server that could not be accessed through the remote console after shut down, and could only be turned on in the field. After detailed inquiry and troubleshooting by the engineer, we suggested to upgrade the firmware of the remote console." The server is installed with a Linux operating system. Customers are not familiar with server hardware and operating system technology, so engineers need to assist in upgrading. The after-sales technical engineers of H3C chose TeamViewer software to remotely control the computer and access to the client's server. The engineers remotely upgraded the firmware of the console in the company of the customer. After the firmware being upgraded, the problem was resolved in time. This remote problem handling has saved on-site service labour costs and also shortened the time for customers to resolve problems.

"There are many cases like this. TeamViewer can not only save travel costs, but also facilitate us to enter the customer's faulty system and help them solve problem as soon as possible. Whether in terms of efficiency improvement or cost savings, TeamViewer is our best choice." Wu He, the system operation and maintenance specialist of H3C Technical Support Center explained, "For engineers, being able to quickly locate and solve problems is the first step to guarantee customer satisfaction. We will choose the most appropriate solution when there are problems, which is also our original intention to use TeamViewer."

Expand the scope of cooperation

H3C's technical service group signed a purchase contract with TeamViewer which contains several channels. During the process of dealing with customer problems, usually there will be many concurrent conversations at the same time. From the current estimation, these channels can meet the requirements. Moreover, TeamViewer is backward compatible. Basically, no matter which version of TeamViewer the customers use, H3C can easily provide remote assistance. During more than one year's cooperation, TeamViewer solved the problems of unsmooth connection or disconnection and instability during the connection process, and improved customer satisfaction. These benefits are all by remote connection tools. "TeamViewer is like an 'unsung hero' who plays an important role when satisfying customers." Says Wu He.

Whether from client feedback or from its own use, the staff at H3C sees and feels the difference with TeamViewer. After opening the software, the corresponding password will appear. The user can easily log in and can start a conversation with clients to offer guidance. Download the software, fill in the username and password, then the user can directly access and use it.

See and feel the difference with TeamViewer

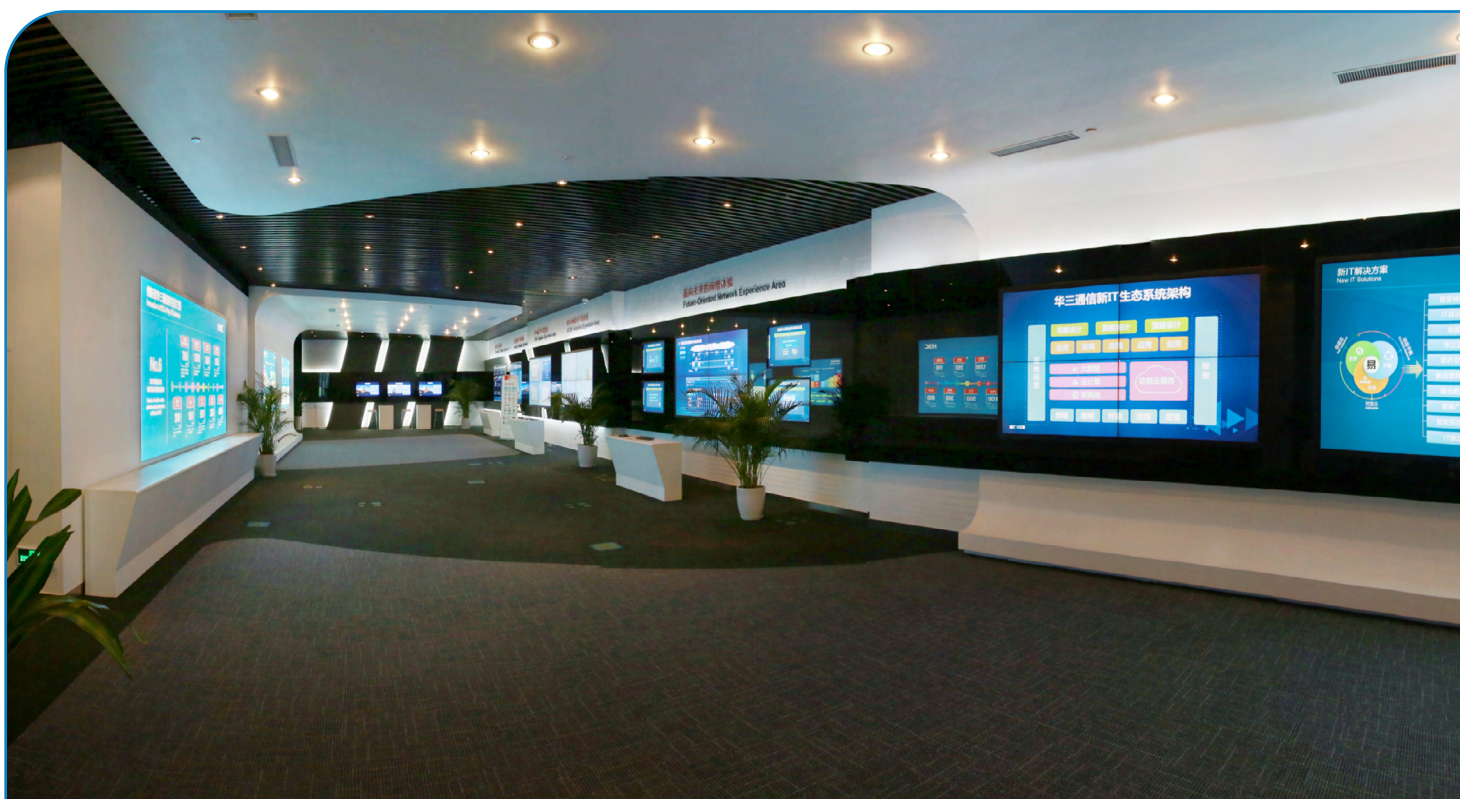
In addition, TeamViewer also makes the process of solving problems easier. Clients can see the H3C positioning, operation, and configuration more intuitively, which all reflect the advantages of H3C products and efficiency of solving problems.

Talking about future plans, H3C stated that in addition to the existing domestic business, their overseas business is also expanding. As a next step, it is planned to expand a part of the TeamViewer channels to meet the needs of domestic and foreign business growth. Although H3C sells its products overseas, most of the after-sales are still supported by the Chinese headquarters through convenient and fast remote access. Both the cost of travel and the timeliness of solving the problem must be considered. TeamViewer is based on cloud technology and by this is is easy to expand. It can achieve online support and real-time collaboration on a global scale, which can fully support the remote connections of H3C at home and abroad. H3C believes TeamViewer can continue to create value for the company.

Take the next step

To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer sales representative. Visit us on:

www.teamviewer.com/en/products/teamviewer



About H3C Technologies

H3C Technologies Co., Ltd. Based in HangZhou, China offers a full portfolio of Digital Infrastructure products, spanning across compute, storage, networking, security and related domains. H3C provides a comprehensive one-stop digital platform that includes cloud computing, big data, artificial intelligence (AI), intelligent connectivity, 5G, information security, new safety, Internet of Things (IoT), and edge computing, as well as end-to-end technical services.. More information: www.h3c.com.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.

Contact

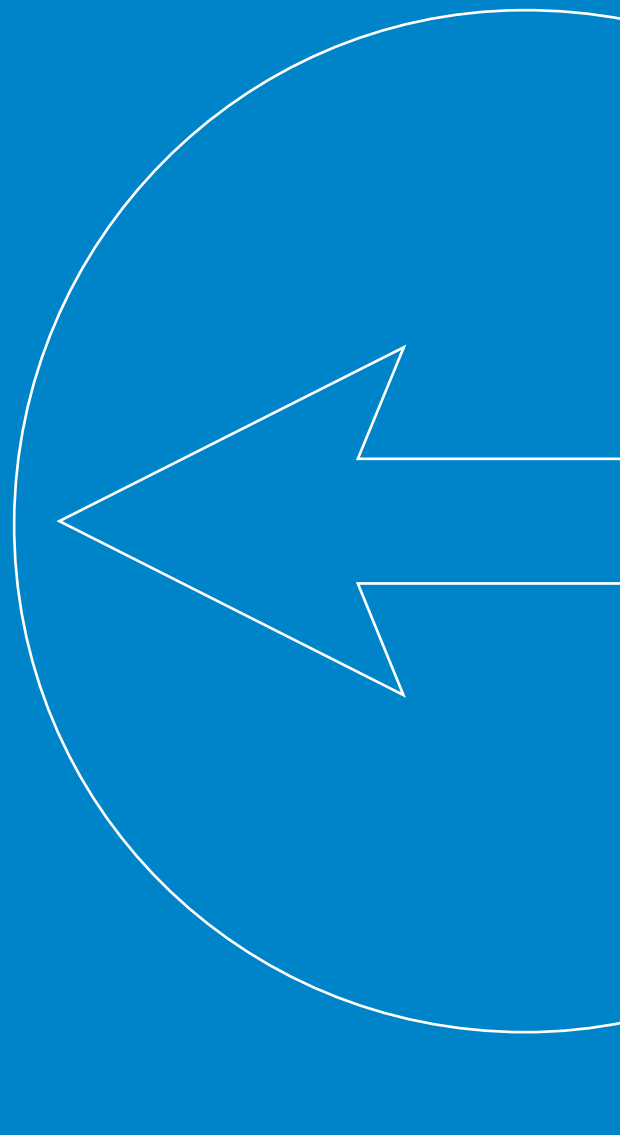
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Let's connect.



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