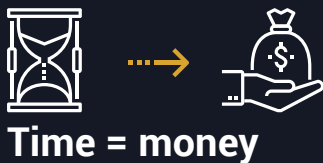


HOW REMOTE ACCESS
HELPS ENTERPRISES
IMPROVE IT SERVICE AND
EMPLOYEE SATISFACTION

Unlock your competitive edge with **fast remote support** for mobile workforces — **from anywhere, anytime**, across platforms and devices

INTRODUCTION



Always-on, always-up, 24/7/365 service isn't just a nice-to-have; it's a basic business requirement. Business today happens at the speed of light. And because end users are in constant motion, they often need instant support.



These people rely on you to solve software problems, fast. And they're not always in the office, where IT help desk technicians can offer in-person support. They're out on the road, in hotel rooms or enduring crowded airport lounges between flights. Can they wait an hour while you navigate the fix for their particular operating system? **They can't.**



The amount of people who work remotely at least once per week has grown by 400 percent since 2010.¹ The benefits are clear to productivity, employee retention, and the bottom line. Support technicians need to be prepared to assist more end users than ever.

In this eBook, you'll discover how enterprise support technicians are using remote access to troubleshoot and resolve technical issues for mobile workers.

Let's get moving.

The amount of people who work remotely at least once per week has grown by

400%

since 2010

¹Nearly 40 percent of the workforce works remotely once per week - up from less than 10 percent in 2010 according to US Census Bureau data - an increase of nearly 400 percent: <https://www.businesswire.com/news/home/20200122005406/en/>



*When it comes to
speed of service,
other factors come
into play*

A device-agnostic remote support solution makes it easy to provide in-the-moment support to any device. But first, it's important to note the human impact of inefficiency.

Speed of service issues are relative, and sometimes hard to measure. To the sales manager waiting impatiently in a roomful of people for his presentation software to function, a delay of one minute feels like a lifetime. To a telecommuter struggling to share documents on a conference call, there's a strict cutoff time or the kids will be stranded outside the school gates. For an operations expert on a hazardous industrial site, accurate data in real time is a matter of life and death.


Speed of service isn't just a technological advantage; it's important to understand the employee's mindset at the precise moment support is needed. The employee may be alone, in an unfamiliar or high-stakes situation. All this adds up to a higher cost of failure for mobile workers.

The one factor that influences speed of service above all else: **understanding the problem – fast.**



THE BIGGEST ISSUE: UNDERSTANDING THE ISSUE

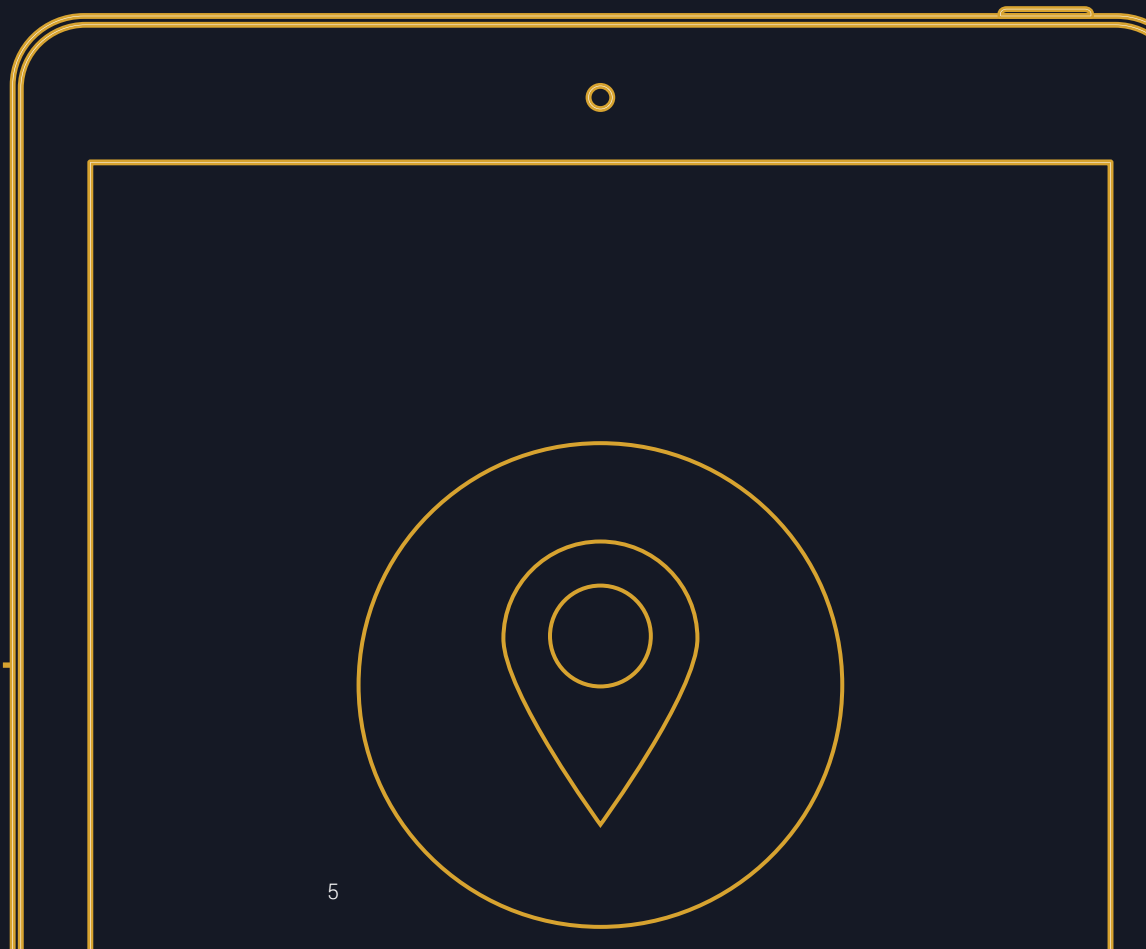
On many service and support calls, significant time is wasted simply diagnosing on the problem. For the technician, it's imagining what might be causing the issue. For the user, it's often a case of struggling to explain a technical issue.

A network diagram in the top right corner consisting of several grey dots connected by thin grey lines, forming a web-like structure.

THE ANSWER IS REMOTE ACCESS

More and more enterprise support teams are using remote access with screen sharing and remote control to cut to the chase. This enables support technicians to see what the other person sees on their screen, and take control of the mouse and keyboard to use the computer as though they were there in person.

The result? They can diagnose, troubleshoot, and resolve issues much faster, without having to tell people what to do or where to click.





SIMPLIFYING ENTERPRISE SOFTWARE DEPLOYMENT WITH **REMOTE SUPPORT**

Your enterprise just acquired another company. And everyone wants to avoid the typical problems of rolling out new processes and procedures. So you've been tasked with configuring hundreds of employee mobile devices with the right version of your in-house company application — a custom application that resembles nothing they've seen or used before.


Personally owned machines, different operating environments, varying degrees of user understanding: these are often huge challenges for the IT support team.² But with some planning, it's possible to reduce a week's work to a single two-hour session by one technician.

The takeaway? Remote access removes the guesswork from understanding device issues and configurations — the whole machine is available to IT support technicians, without requiring employees to do a thing.

After installing a remote support solution across new devices, the technician can remotely access and configure each device, setting up appropriate permissions for each user.

*Remote access eliminates the **guesswork of understanding device issues and configuration.***

²www.simplemdm.com/challenges-of-bring-your-own-device-byod-policy/



*Screen sharing
lets you show and
tell for fast, on-
the-fly application
training.*

SOS REMOTE TRAINING SESSIONS

Your CEO is an email junkie. But he loves his keyboard and isn't used to a mobile tablet. And that's a problem, because he packed his daughter's iPad for the conference, instead of his laptop.


A mobile version of the presentation software exists, but he's never used it before. And that's not a good situation to be in half an hour before his keynote.

Using your remote support tools, you connect to his iPad, start a VoIP conference call, share screens, and control his device remotely to guide him through a standard 15-minute training — calming his nerves and making sure he's comfortable using the iPad for his keynote. And his speech ends with roaring applause.

The takeaway? Remote access with screen sharing and remote control lets you train, without pain. The visual nature of screen sharing enables you to show and tell.

With your friendly voice answering his questions, you could get him up to speed much faster than explaining it over the phone.

And equally important, doing it over a remote support connection keeps both conversation and training session safe from prying eyes.



Remote access
with screen sharing
works both ways

CONNECTING MOBILE EMPLOYEES TO ENTERPRISE RESOURCES

Imagine: a busy business traveler is waiting to board a red-eye with her iPad in hand. She's got a three-hour layover to review a complex set of financial statements.

She discovers her iOS app isn't capable of reading the file format. Panic-stricken, she calls the corporate help desk.

Accessing the user's screen isn't going to help here: the file is not accessible on her iPad. What the support tech can do, however, is authorize her to access the master file on the server back at the office – enabling her to see the same file on a machine that can read it.

Ten minutes later, she's analyzing spreadsheets on the enterprise server, while waiting at the airport.

The takeaway? Remote access with screen sharing works both ways. So, with the right user permissions and authorizations, mobile employees can access enterprise assets and resources from anywhere, anytime.

KEY TAKEAWAYS



Show and tell: share screens to clarify the issues



Support for mobile workers: troubleshoot devices regardless of device or location



Help more people in less time: increase IT productivity and improve employee satisfaction



Remote control: fix support issues as if you were there in person



Fast service: help employees faster with remote support



CONCLUSION

Remote access is not just a tool to share screens with tech support. It's a way to increase IT service speed and improve employee satisfaction by helping people quickly when they need it most. And, remote access works both ways. Authorized employees can use remote access to remote in to enterprise computers or servers to reach the files and applications they need when they're working offsite or on the go.

Want to try TeamViewer Tensor?

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ABOUT TEAMVIEWER

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. The company offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind and supports businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on approximately 2.25 billion billion devices; up to 45 million devices are online at the same time.

Founded in 2005 in Göppingen, Germany, TeamViewer is a publicly held company listed on the Frankfurt Stock Exchange, employing about 1,000 people in offices across Europe, the US, and Asia Pacific.

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