

An early warning system for IT problems

A growing city with more residential buildings, underground car parks and new businesses requires the five voluntary district fire brigades in Oberursel to do more and more in the area of fire protection and the associated administrative and coordination tasks. The 280 firefighters go out about 1,000 times a year to fight fires, help in accidents, rescue people or organize events.

It is Valentin Reuter's job to ensure that the fire brigade's IT works perfectly day and night. As in many fire brigades, the heart of the IT is the modern EDP command and control software. The software is available in the fire brigades as well as in the command and control vehicles.

There is also a lot of other technology in the emergency vehicles: radios, PCs with internet access via LTE to access the emergency control software while on the road, or to calculate the spread of hazardous substances. The telephone connection is ensured via a VoIP telephone system, and internet-capable printers round off the equipment.

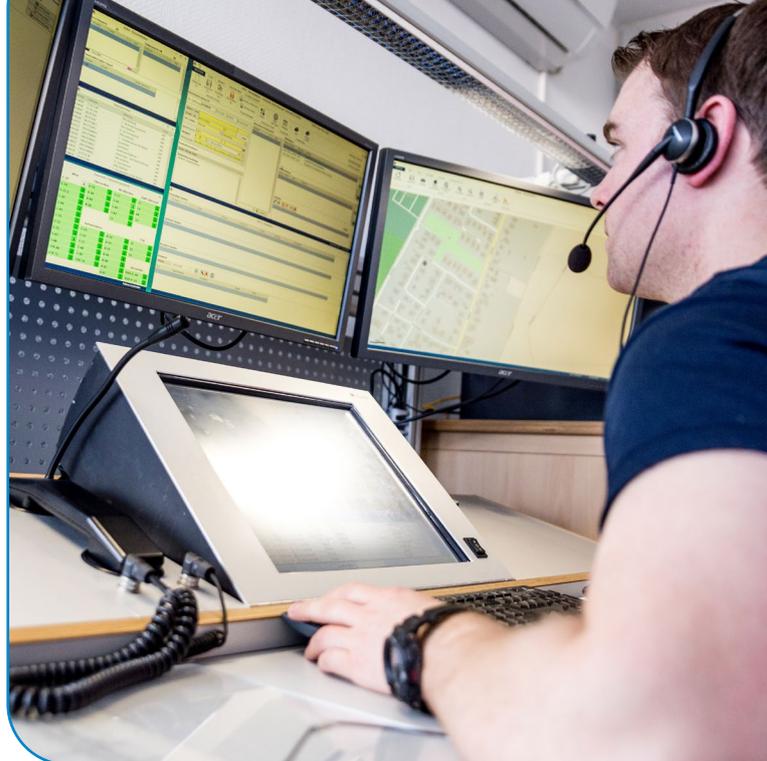
The IT infrastructure in Oberursel, which is connected to a network via VPN, has grown historically and is therefore very heterogeneous. While a small number of devices could still be monitored manually, the network has grown more and more in recent years until Valentin Reuter realized that the existing process was no longer efficient.

"I had to dial into the computers in the vehicles and our fire brigades one by one to check whether the software was running, whether all updates were installed or whether there was paper and ink in the printer. In the worst case, we only noticed a problem when an operation was imminent - that is, when there was absolutely no time for troubleshooting."

Centrally manage, monitor, patch and protect

The time had come to look for a new solution. Reuter had been using TeamViewer for remote control of computers for years. Due to his good experience with it, it was obvious for him to switch to TeamViewer Remote Management at this point. Now the IT officer can centrally manage, monitor, patch and protect computers, monitors, printers and software via a web console.

Especially the possibility to have all network devices monitored proactively was important for Valentin Reuter and the Oberursel fire brigade: "If a problem occurs, I receive an email from TeamViewer Remote Management and I can take care of it immediately. This helps us avoid situations where a fault is only discovered and reported when it is actually too late."



” Valentin Reuter, Fire Officer State capital of Wiesbaden, Oberursel Fire Brigade

When a problem occurs, I receive a message from TeamViewer Remote Management and I can fix it immediately. This helps us avoid situations where a fault is only discovered and reported when it is actually too late.

Patches can be installed completely automatically

Update management was also an essential factor, because until now the IT officer spent a lot of time first installing updates and patches before he could devote himself to his actual task. "Patches can now be installed completely automatically. The decisive factor was that the new solution also works for third-party software providers such as WinSCP or Office components and keeps them up to date," says Reuter, "That sets TeamViewer apart from other providers once again." And thanks to the network device monitoring and asset management, he always has an overview of the status of all information screens and the printers connected to the network, both at headquarters and in the emergency vehicles.

Web console offers complete overview

Another advantage for Valentin Reuter was that TeamViewer Remote Management was very easy to implement: "It was very quick and uncomplicated with a minimum of necessary configuration".

The roll-out of TeamViewer Remote Management or TeamViewer Monitoring & Asset Management takes place completely remotely via the TeamViewer software. It is not necessary to roll out another client. This makes the solution easy to scale, which simplifies the continuous expansion of the fire brigade network with additional devices. "Finally, there is a clear process"; says Reuter. "The device gets basic configuration, TeamViewer goes on it, and then I can do everything else from home."

As a result, with TeamViewer Remote Management and the ability to apply patches automatically from a central location, the IT officer saves several hours a month that he previously spent individually connecting to network devices and checking updates, or setting up new devices on site.

Continuous monitoring of all IT components

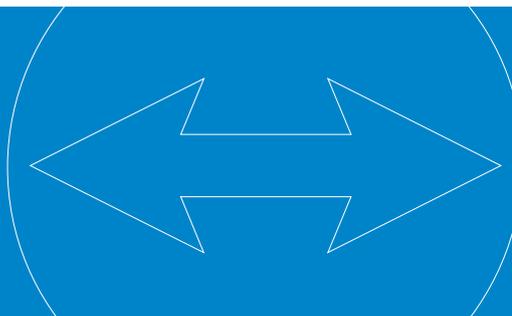
At the same time, Valentin Reuter experiences an increase in security and certainty, as he always has a complete overview via the web console and is immediately informed of any problems that occur.

Especially the worst-case scenario - troubleshooting during an emergency - is eliminated, as the IT officer can continuously monitor the functionality of all devices.

Valentin Reuter is enthusiastic about the solution: "Even without IT training, it is easy to introduce and use TeamViewer Remote Management. This means that even people who have acquired the relevant knowledge out of personal interest, like me, can easily use the software and provide support. This way, my colleagues can rely on the fact that in case of an emergency, the IT works perfectly and they can fully concentrate on their task."

Take the next step

To learn more about the TeamViewer solution presented here, please contact your TeamViewer representative. Visit us on: www.teamviewer.com/remote-management



The fire brigade in Oberursel

The Oberursel-Mitte volunteer fire brigade is an institution of the town of Oberursel (Taunus). The fire brigade consists of five district fire brigades - one in the core city of Oberursel and one each in the districts of Bommersheim, Oberstedten, Stierstadt and Weißkirchen. With a few exceptions, its 280 firefighters work on a voluntary basis. <https://feuerwehr-oberursel.de>.

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.

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