

TeamViewer and ATEA

A Legacy Partnership Minus the Legacy Systems

ATEA

Leading provider of IT infrastructure solutions uses TeamViewer for 200,000 sessions every year.

ATEA, headquartered in Oslo, Norway, is Northern Europe's market leader in IT infrastructure for businesses and public sector organizations. Spanning 84 offices across seven countries, including Sweden, Denmark, and Estonia, ATEA designs, implements, and operates hardware and software solutions for an organization's most complex IT requirements. Operating in a range of industries and IT specialisms, ATEA needed to meet customer demands, no matter the issue and equip its customer support team with reliable infrastructure that could handle its scale. Its partnership with TeamViewer – spanning more than a decade – has been integral to its success as a market leader.

ATEA needed a solution that could scale, support, and simplify IT complexity and which could be scaled and implemented across seven countries and its 84 offices. The support team joins around 200,000 remote sessions every year, so they needed to rely on an easy-to-use solution. The company therefore was looking for a support tool that could be accessed and used across ATEA's broad customer base. Additionally, the solution should not compromise customer satisfaction and help ATEA maintain its market-leading status

Introduced TeamViewer More Than A Decade Ago

With TeamViewer, ATEA can connect to its customers, no matter their location, their issue, or their sector. Using TeamViewer's remote support technology, ATEA can simply and easily, enable customers to address issues fast. Allowing teams to focus on what really matters in their business. Introduced at ATEA more than a decade ago, TeamViewer's remote support has been a true business partner for the organization, establishing itself as a core resource in the customer support team.

Challenge

ATEA needed a solution that could scale, support, and simplify IT complexity. Key challenges included:

- ➔ **Finding a solution that could be scaled and implemented across seven countries and 84 offices.**
- ➔ **Looking for a support tool that could be accessed and used across ATEA's broad customer base. The support team joins around 200,000 remote sessions every year, so they needed to rely on an easy-to-use solution.**
- ➔ **Finding an efficient solution that did not compromise customer satisfaction and helped ATEA maintain its market-leading status.**

Solution

Using TeamViewer's remote support technology, ATEA can simply and easily enable customers to address issues fast. Allowing teams to focus on what really matters in their business.

Results

TeamViewer's remote support has been a true business partner for ATEA, establishing itself as a core resource in the customer support team.

- ➔ **Go-to tool for customer support.** ATEA's support team receives 1.2 million tickets every year and handles 200,000 remote sessions
- ➔ **More efficient use of resources.** The TEA's support team can use remote access to manage and address large numbers of customers at the click of a button
- ➔ **Long-term partnership.** ATEA has chosen TeamViewer for more than a decade as a trusted business tool

200,000 Remote Sessions Every Year

ATEA's support team receives 1.2 million tickets every year. Joining around 200,000 remote sessions, support technicians use TeamViewer for around 20 percent of their interactions – that's 200,000 calls every year and more than 3,000 calls each month.

Consisting of 350 technicians, ATEA's support team can use remote access to manage and address large numbers of customers at the click of a button. This is a win-win scenario for both ATEA's support team and the customer.

Flawless Support for Customers

Customers no longer desire but expect on-demand support and ATEA had a market leading reputation to uphold. Its support team needed to connect to its customers quickly and seamlessly and one of TeamViewer's biggest selling points for ATEA, was its ease-of-use. Customers from a range of organizations and industries, can access TeamViewer from their Mac or PC at a click of a button, without needing to install software first. This simplifies the support process and helps ATEA get to the root of the issue without depending on the customer to take additional actions from their side.

For example, a hospital might need to print a patient's media records but cannot install and connect to their printer. It might seem like a simple request, but it is also an urgent task and medical staff do not have the time or resource to waste on this. ATEA's support team can fix this issue in a matter of minutes by sharing a TeamViewer remote access link with the hospital's computer. The customer clicks on this link and the technician can both see and fix the problem without needing to ask the customer complex IT questions. In turn, TeamViewer enables ATEA to offer real-time support, from real-time issues. It is this efficiency and reliability of remote access that ultimately helps ATEA maintain its customer stronghold.

True Partnership

"Put simply, TeamViewer enables us to connect to customers easily and effectively. No matter the organization, our customers expect to contact support and fix an IT issue in an instant. Fail to meet this standard, and organization will look to a competitor that can", Rasmus Wähländer, Service Owner at ATEA, said. "Trusting a remote access solution that can do just this might seem simple, but finding the right partner is easier said than done. It's why we've been with TeamViewer for more than a decade and why we look forward to continue working with them in the future."

TeamViewer is not just a remote access tool for ATEA, but a trusted business partner. Operating across multiple industries and countries, ATEA needed a solution that could scale alongside it. Thanks to a simple integration process, TeamViewer was a clear winner for ATEA, who required a quick contract and onboarding process.



Rasmus Wähländer, Service Owner, ATEA

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More than a decade later, and the customer support team of 350 are using TeamViewer as a go-to resource in their day-to-day customer interactions. Managing a staggering 1.2 million support tickets every year, TeamViewer is more than just a bonus tool for technicians. Its remote support has been embedded into the core infrastructure at ATEA and, as a result, has been a core contributor to the organization's success.

About ATEA

ATEA, headquartered in Oslo, Norway, is the leading provider of IT infrastructure solutions in the Nordic and Baltic region with NOK 40 billion in revenue and more than 7,000 employees. ATEA is present in 84 cities in Norway, Sweden, Denmark, Finland, Lithuania, Latvia and Estonia. For more information: www.atea.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.

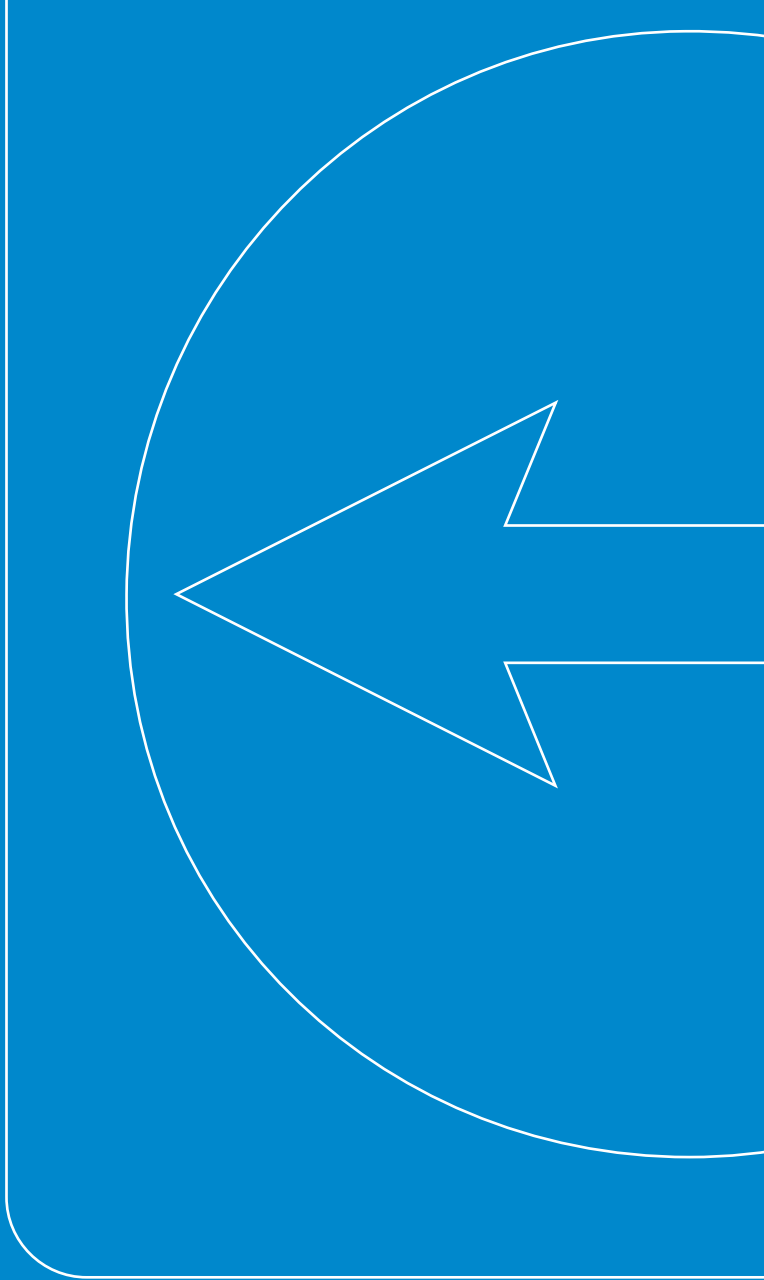
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