

TeamViewer and Demant: One Tool, Endless Possibilities

Global hearing healthcare and technology group uses TeamViewer in all business units to digitize and optimize processes, while providing flawless IT support for 16,000 employees and 2,500 retail stores, along with remote maintenance for diagnostic equipment.

Demant

Initial Situation

The Demant Group, headquartered in Copenhagen, Denmark, is a world-leading hearing healthcare and technology group. Committed in all areas – from hearing care, hearing aids, and hearing implants, to audio solutions, diagnostic equipment and services – Demant has more than 16,000 employees globally in multiple business units. To be close to its customers, the company also runs many retail stores.

Against the backdrop of increasing sales and growing competition in the hearing aid market, Demant's goal is to offer its customers superior solutions and excellent service. A critical success factor for Demant is a smoothly functioning IT landscape across all departments and stores. When IT problems occur, employees and partners depend on fast, straightforward IT support to stay competitive. For its clinical instruments, Demant offers comprehensive after-sales support to customers through a global network of distribution partners and service centers. Prompt access and maintenance of the affected devices is key.

Business Challenge

Demant Group was looking to centralize its remote access technologies but had to ensure it chose the right partner for the job. The company needed a remote access solution that was flexible and scalable enough to support employees across departments and regions, while serving a range of customers. Key challenges included:

- ➔ **Finding a solution** that could be managed and centralized on a global scale, including meeting fast-changing compliance needs in the medical sector.
- ➔ **Looking for a support tool** that could handle the sheer scale of Demant, get implemented across all its business units, and address a diverse set of use cases.
- ➔ **Finding an efficient solution** that did not compromise customer satisfaction and helped Demant maintain its market-leading status.



TeamViewer Solution

With TeamViewer, Demant faces no boundaries when it comes to supporting both its employees and end users. Using TeamViewer's remote support technology, Demant can simply and easily enable customers to address issues fast. Unsurprisingly, TeamViewer is now firmly ingrained into Demant's IT infrastructure and has been a trusted partner for more than ten years.



Source: Demant

Results



Centralized Support Management

Partnering with TeamViewer enabled Demant to centralize its remote access solution and use one solution across the globe. The TeamViewer Management Console allowed Demant to consolidate their remote access operations and ensure they remained safe and compliant, no matter who used it.



Streamlined Support Processes

Demant uses TeamViewer up to 500 times every single day. In a period of 12 months alone, this amounted to more than 200,000 connections with TeamViewer. TeamViewer has become a critical go-to resource for their 16,000 employees spread across the world.



One Solution, Endless Opportunities

TeamViewer remote support is used for a range of different use cases, from internal IT problems to customer issues, and help desk queries for end users. Because TeamViewer enables easy one-click connections, Demant employees can quickly fix any issue, anytime, anywhere – all with minimal disruptions for customers, employees, and the business as a whole.

Rapid Troubleshooting, Greater Service Offering for Diagnostic Equipment

Demant is using TeamViewer in all business units to digitize and ultimately optimize processes. The primary use case is to provide remote support for 16,000 internal users. If employees experience issues with their computers – especially if it's in one of their 2,500 retail stores worldwide – technicians can investigate the computer with the click of a button and fix the issue quickly, eliminating the need to travel to the specific location of the affected device.

Because TeamViewer is so versatile, Demant also uses it to provide secure remote support for end users. For instance, if a hearing care professional purchased Demant's diagnostics equipment and had a question, Demant's support team can remotely connect to the machine to help customers.

When it comes to reliability and fast support, customers' expectations are rising. With flawless support through TeamViewer, Demant not only significantly reduces its travel expenses, but also delivers on its service promise and thus increases customer satisfaction.





Source: Demant

One Simple Centralized Tool

TeamViewer has become Demant's go-to remote access solution across its global markets. The organization was looking to centralize its remote access technologies but needed to make sure it chose the right partner for the job. Prior to using TeamViewer in the US, Demant used other remote access software. But it was TeamViewer's ease-of-use and simple user experience that persuaded Demant to choose TeamViewer as its single centralized remote access solution.

TeamViewer can be managed and centralized on a global scale, including meeting fast-changing compliance needs in the medical sector. In this context, TeamViewer offers HIPAA and HITECH certification, as well as comprehensive logging and reporting.

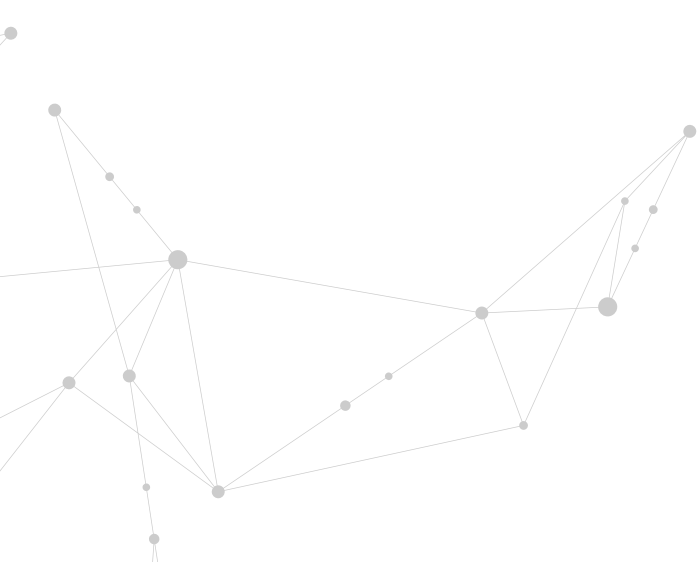
One aspect of TeamViewer that Demant was drawn to is its management console feature. The single, integrated remote access and support platform enables Demant to make safe, fast, high-performance connections through its global access network to any device, any platform, from any place, anytime. Ultimately, TeamViewer not only keeps Demant's business connected, but also plays a key role in helping people who suffer from hearing loss stay connected to those around them.

” **TeamViewer is being embraced by so many users at Demant because of its efficiency and simplicity. For this reason, we do not just view TeamViewer as an ad hoc resource, but an invaluable asset to our organization that has become truly ingrained into our daily operations. We look forward to continuing our partnership and seeing the possibilities it brings in the future.**

Peter Kryger
Nordic service desk at Demant Global IT



Source: Demant



About Demant

Demant is a world-leading hearing healthcare and technology group built on a heritage of care, health, and innovation since 1904. The Group offers innovative technologies, solutions, and know-how to help improve people's health and hearing. In every aspect, from hearing care, hearing aids, and hearing implants to diagnostic equipment and services and audio solutions, Demant is active and engaged. Headquartered in Denmark, the Group employs approximately 16,500 people globally and is present with solutions in 130 countries where we create life-changing hearing health. William Demant Foundation holds the majority of shares in Demant A/S, which is listed on Nasdaq Copenhagen as a blue-chip stock.

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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