



AbilityNet and TeamViewer

Creating an Accessible Environment for Everyone

Case Study



AbilityNet is a UK charity helping disabled adults and children to use computers and the internet to change their lives at work, at home and in education. Having grown out of IBM in the last 1980s, today the leading IT Accessibility charity helps thousands of people every year - never more so than during Covid-19.

As a charity AbilityNet exists to change the lives of older and disabled people by helping them to use digital technology. Their vision is a digital world, equally accessible to all. AbilityNet does this by providing specialist advice services, free information resources and by helping to build a more accessible digital world. Being supported by IBM and Microsoft, the charity offers a range of free services including a free helpline, free online resources including webinars and step-by-step guides, and Be My Eyes as direct video call to help blind people.

Initial Situation: Nationwide Network of Tech Volunteers

A nationwide network of more than 350 Tech volunteers throughout the UK are on hand to offer phone and remote support for groups and individuals. As well as diagnosing and fixing most computer related problems, the tech volunteers can help with sending and receiving emails, using the internet, installing new hardware and software and giving impartial advice on IT equipment and software. Apart from the restrictions that existed in the course of Covid-19, the charity offers also free home visits. Particularly in this difficult time of numerous restrictions, AbilityNet was looking for a way to support people seeking computer help.

Challenges

- ⊖ Offer phone and remote support for groups and individuals
- ⊖ Fix computer problems and help with installing hardware and software
- ⊖ Offer support with sending and receiving emails

Teamviewer Solution: Creating an Accessible Environment for Everyone

Using remote access software TeamViewer, even during the restrictions caused by Covid-19, AbilityNet volunteers continued to support older and disabled people at home – without losing the personal touch.

People who've received help from AbilityNet Tech volunteers feel less isolated, more confident and more able to do new things using their tech.

Workday at AbilityNet

Pat Maskell, Volunteer at AbilityNet, has embraced the TeamViewer software, which allows her to remotely access a client's computer in order help him. Today, one client reported a printer problem. "I suggested using TeamViewer to help him. TeamViewer requires both parties to install the software, and so my first job today was to reassure the client about what I was doing."

"The volunteers at AbilityNet care about taking the time to help others with computer problems. The first thing we do is find out what exactly the issue is and how to proceed, because each individual looking for help needs support on a different level", Chris Grant, Community Relationship Officer, AbilityNet explains.

"On the phone or in a personal visit, we explain what needs to be done and take away their worries. With TeamViewer, we have the possibility to show them remotely on their screen step by step what is being done. Just as if you were at the person's home."

Pat used TeamViewer to install a new printer onto the client's computer. For this, the Tech expert picked out the appropriate driver on the Internet, downloaded it, and then installed it on the PC. After just a few minutes, the printer was ready for use and the user was happy again.

Key Benefits: A Community Approach

Normally the Tech experts works face-to-face helping people, but TeamViewer still allows them to connect and keep a community approach.

TeamViewer became especially important when the restrictions due to Covid-19 affected everyday life.

"We can achieve so much more. One moment we're talking to a customer on the coast, a few minutes later we're helping a person somewhere in the middle of the country. Thanks to TeamViewer, we can do things that simply wouldn't have been possible otherwise."

TeamViewer has allowed us to support people remotely across the UK very promptly and due to Covid we had to suspend our volunteer visits which made the purchase of TeamViewer important to allow us to continue to deliver a vital service.

Chris Grant, Community Relationship Officer (North), AbilityNet

About AbilityNet

AbilityNet is a UK charity helping disabled adults and children to use computers and the internet to change their lives at work, at home and in education. AbilityNet has a number of services that support a wide range of users - from members of the general public looking for help with their technology to digital professionals advocating for accessibility best practices within their organisation. For more information: <https://abilitynet.org.uk/>

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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