

How Easy Track Survey Boosts Efficiency with TeamViewer



EASYTRACK SURVEY

With TeamViewer, Easy Track Survey ensures rapid support and assistance, enhancing efficiencies on the ground, and helping customers save on time and focus on the job in hand.

Initial Situation

Easy Track Survey is one of the leading suppliers of Construction and Survey equipment to the Irish Market. In addition to selling a range of equipment to customers across Ireland, the leading supplier puts customer service at the heart of its operations, ensuring they are informed about their products and are trained in its use.

The organisation offers 24/7 support to meet customer needs in real-time. With their dedicated support team, Easy Track Survey relies on TeamViewer to deliver mission critical support and maintenance to construction sites across Ireland, no matter the job in hand.

Key Challenges

- ⊖ **Correctly identifying a problem** so the customer on-site can continue their geospatial surveying.
- ⊖ **Effectively communicating solutions** to customers on-site.
- ⊖ **Connecting customers to product experts** that can help troubleshoot and solve issues at varying levels of complexity.
- ⊖ **Increase efficiency of customer support**, while maintaining the high level of customer service and satisfaction.

Business Challenges

One of Easy Track Survey's business cases is to supply its customers with the latest technology and equipment for precise geospatial surveying of locations such as construction sites. But assisting and supporting customers to use complex equipment and the corresponding software on-site requires significant time and cost if the teaching is in-person. Also, phone support is not very effective since as a lot of explanations are needed to figure out and solve the actual problem at a software level. Easy Track Survey therefore needed a remote access solution that could help support the on-site workers to operate the digital geospatial surveying equipment on the ground while increasing their customer service efficiency at the same time.



TeamViewer Solution

Using [TeamViewer](#), Easy Track Survey's customer support team has managed to help and train multiple customers at opposite ends of Ireland. As the software for operating the geospatial surveying equipment runs on common, Android or Windows based tablets or smartphones, Easy Track Survey's employees can remotely connect to their clients' devices via TeamViewer and help them solve their problems with operating the geospatial survey equipment – irrespective of the location.

” We'd be lost without TeamViewer, there wouldn't be enough hours in the day to support customers without it. TeamViewer allows us to remotely assist with any issues on the equipment software. This ensures fast fixes, enhances efficiencies on the ground, and helps our customers focus on the job in hand, no matter the challenges that come their way.”

**Conor O'Meara, Technical Support Engineer
at Easy Track Survey**



Reduction in
Travel Time and
Technician Fatigue



Unlocking Further
Value through
Improved Interactions



Cost and
Time Savings

Results

- ✓ **Doing More with Less - Reduction in Travel Time and Technician Fatigue**

Huge savings have been made on travel time, as Easy Track Survey Technicians can address issues more efficiently by working remotely or from the office, rather than visiting clients' construction sites.
- ✓ **Unlocking Further Value through Improved Interactions**

By providing easy after sales solutions to their user base with TeamViewer, Easy Track Survey's clients feel more valued and brand loyalty increases
- ✓ **Cost and Time Savings**

After the easy deployment of TeamViewer's remote connectivity solution, Easy Track Survey could connect to users in the field, reducing the dependency on phone support while leveraging state-of-the-art channels such as mobile device, in-app support. The result were significant time and travel cost savings.

Building an Efficient Support System

Using TeamViewer, Easy Track Survey has managed to support its customers no matter the time, location, or issue at hand. Working within the construction industry, Easy Track Survey support must meet the needs of its customers fast, in order to mitigate risk and avoid delays on a live building site.

Thanks to TeamViewer Remote Support, the organisation can keep its customer centric commitment of supporting customers 24/7 by being able to connect with customers' devices at the simple click of a button.

This has enabled Easy Track Survey to build an efficient support system that can scale and meet customer needs across Ireland, whilst maintaining a lean support operation. Not only has this dramatically reduced the cost of traveling on-site to support and train customers but has also saved a significant amount of time explaining technology face-to-face and over the phone.



[TeamViewer's remote support](#) enables Easy Track Survey technicians to access the device used by the customer and get full visibility into the surveying software's status and performance. Based on this new and interactive communication, technicians can better understand problems and help customers operate the geospatial surveying equipment according to their needs in real-time.

Using TeamViewer has become a critical asset to Easy Track Survey and its support team. It has not just helped the small technician team address customer demand, but it has become an invaluable tool during the pandemic when face-to-face interactions were simply not possible.

Easy Track Survey look forward to continuing its strong partnership with TeamViewer as the organisation continues to take a customer-first approach to its operations and remains a leader in its market.

About Easy Track Survey

Easy Track Survey is one of the leading suppliers of Construction and Survey equipment to the Irish Market. They are the sole distributor for Spectra Precision Lasers and Spectra Geospatial Equipment in Ireland, and agents for iDig, C.Scope, Vivax-Metrotech, Wacker Neuson, Marksman Targeting Solutions. Easy Track Survey provides industry leading solutions across a wide range of industries. The equipment allows customers to work faster and easier, making them more productive, efficient, and profitable.

The team of professional staff strives to help customers on a daily basis. Customer Service remains one of the main priorities. Easy Track Survey ensure that customers are informed about the product they are interested in and fully trained in its use, with support and assistance available 7 days a week, and country-wide next day delivery.

More information: www.easytracksurvey.ie

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.

Contact

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofplatz 2
73033 Göppingen
Germany

☎ +49 (0) 7161 60692 50

TeamViewer US Inc.
5741 Rio Vista Dr
Clearwater, FL 33760
USA

☎ 1 800 638 0253 (Toll-Free)

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www.teamviewer.com