

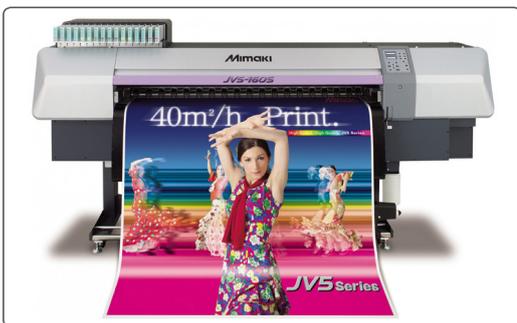
**hybrid**  
Mimaki Exclusive Distributors

Hybrid Services has been the exclusive distributor of Mimaki, a leading manufacturer of wide-format inkjet printers and cutting machines for the sign/graphics, textile/apparel and industrial markets, for the UK & Ireland since 1996. Working with a large number of partners the award winning digital printing solution provider offers a broad range of services including banner printing, grand format outdoor signage and metallic labels. Hybrid employs around 30 staff of which around a third are involved in the technical support service.

For more information, please visit:  
[www.hybridservices.co.uk](http://www.hybridservices.co.uk)

#### Challenges

- ✓ Escalation of support cases
- ✓ Need for faster response time
- ✓ Greater visibility of customer queries



#### Solution

Since implementing the TeamViewer software, which is designed to offer spontaneous customer support, Hybrid has seen a dramatic reduction in time spent on customer queries as it is now able to support customers remotely to diagnose and solve a problem rather than spending unnecessary time travelling to customer sites.

## Hybrid Services offers virtual visits

Mimaki exclusive UK and Irish distributor, Hybrid Services Ltd, is using remote control software enabling quicker response times

Mimaki exclusive UK and Irish distributor, Hybrid Services Ltd, is using remote control software from TeamViewer, providers of remote control and online meetings software, to offer customers virtual visits, enabling quicker response times to customer queries. Since implementing the TeamViewer software, which is designed to offer spontaneous customer support, Hybrid has seen a dramatic reduction in time spent on customer queries as it is now able to support customers remotely to diagnose and solve a problem rather than spending unnecessary time travelling to customer sites. Customers have also benefited from a dramatic reduction in cost as traditionally they would incur a cost of £95 per hour with an additional £195 callout fee for an engineer to be sent to their site, whereas now the vast majority of problems can be solved remotely.

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Hybrid invested in the TeamViewer software to reduce the need for engineers out on the road and therefore cut the cost of engineer visits as well as increase response times in order to boost customer service.

Richard Williams, responsible for software at Hybrid Services comments, "Following escalation of a support case by one of our resellers, we took the decision to implement TeamViewer for our team of 10 technical staff at our Cheshire HQ. This enables staff to make 'virtual visits' to our customers' computers and resolve many software or computer related issues remotely, allowing faster problem solving and getting customers back printing as quickly as possible."



Williams continues, "TeamViewer allows quick diagnosis and resolution of problems by allowing our technical support staff to remotely

access a customer's computer and operate it in exactly the same way as if they were physically sat in front of the end user's system. This is resulting in significant time savings. Because TeamViewer meets the highest security standards customers have peace of mind that their systems are protected at all times."

## Quick to install and easy to use

Hybrid chose TeamViewer as its remote control and online meeting software because it is quick to install and easy to use. The software has been built into a web support application on Hybrid's website for ease of access for customers and it is already providing a tangible sales benefit with both efficiency and cost savings.

## Supporting Windows, Mac, Linux

In addition to the technical team being able to access remote computers, Hybrid's setup allows for a two way dialogue, where files can be shared by Hybrid and accessed by the customer for testing or evaluation purposes, and with the additional feature of remote screen capture, Hybrid can analyse more complex tasks offline. Supporting a significant number of customers, in the

region of four figures, the need for a system which will work across all platforms was essential. TeamViewer's capability to support Windows, Mac and Linux systems is vital to be able to meet the requirements of all Hybrid's customers.

*"The use of TeamViewer results in significant time savings."*

*Andy Lewis, Technical Services Manager, Hybrid Services Ltd.*

Hybrid's technical services manager, Andy Lewis, considers this latest addition to the company's support capability to be a powerful tool. "The ability to rapidly respond to a customer is core to the service we offer at Hybrid. We have been pioneering remote software support for a number of years, but this latest addition ensures we're providing our customers with the best backup possible. Not restricted by software, we can respond quickly to all of our customers, solving simple problems remotely and identifying the necessary actions for any larger support queries ahead of a site visit so minimal time is required, saving money for customers and improving the overall service. We are a service orientated organisation and the ability to add this remote support to our offering provides us with a tangible sales benefit and secures our position as a market leader."

### TeamViewer GmbH

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world's most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit:  
[www.teamviewer.com](http://www.teamviewer.com)

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