



About ISAGRI

Established in Beauvais, France, in 1983 by farming enthusiasts, ISAGRI very quickly transformed the agricultural sector in France by making IT accessible to a wide audience. A pioneer in the industry, ISAGRI helps farmers and accountants manage their business more accurately with management and accounting software (monitoring parcels, herding, tracking the winemaking process, etc.). Learn more: <http://www.isagri.fr>

Key figures on ISAGRI

Founded in: 1983
Number of customers: 115,000
Revenue: 146 million euros
Presence around the world: Spain, Portugal, Italy, Morocco, Switzerland, Belgium, Great Britain, Netherlands, Germany, Romania, China, Canada
13th in the Truffle 100 ranking 2016
96% customer satisfaction rate



ISAGRI, a global player in developing new technologies for agriculture, viticulture, agricultural supply and accounting, relies on TeamViewer online communication solutions to support its 115,000 customers. Mathieu Savalle, ISAGRI Customer Support Manager, explains why the TeamViewer software to remotely control computer systems addresses performance and value in the customer relations.

ISAGRI opts for TeamViewer technology to boost its user relations

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Established in 1983 in Beauvais, France, ISAGRI is a pioneer in the French market for management and accounting software publishing, serving the agricultural and wine industries. Committed to supporting farm operators, it sells computing solutions around the world, with operations in Europe, Africa, Asia and North America.

ISAGRI is growing its expertise in two main competencies: the first focuses on farming and agricultural consulting, providing monitoring tools based on computing and new technologies; the other competency helps expand missions and accountants' productivity by developing collaboration and information technology.

As customers have more and more computing tools, ISAGRI has naturally decided to develop its solutions, tools, human resources (1400 employees around the world) and organization. "Each farmer has specific needs (planning tasks, managing doses, tracking the winemaking process, herding...), which ISAGRI solutions address. But our support may at times require one-off or longer-term interventions, either

because users experience difficulties, or because they face complex issues,” says Mathieu Savalle, ISAGRI Customer Support Manager. An online collaboration and communication solution was then sought to address usage problems in our users’ daily work.

Process optimization

Before settling on the TeamViewer technology for remote control, ISAGRI first tried a competitor’s tool. The group had a specific expectation: the ability to have a custom answer, in real time, to each user when facing a usage difficulty. But for each intervention, we had to go through a virtual room to schedule meetings.

However, in an environment where the user can no longer afford to wait, our first solution proved to be inadequate and in conflict with our customers’ expectations, recalls Mathieu Savalle. In light of these time and performance requirements, ISAGRI preferred a partner who would allow for remote control and provide optimization for execution processes.

“So three and a half years ago, we decided to transform our approach to customer relations favoring the TeamViewer technology,” Mathieu Savalle added. There were several reasons for this choice: ISAGRI users already knew about TeamViewer even before its generalization in assistance procedures, its availability in 30 languages, timeliness (no need to go through a virtual conference room), remote access, etc.



Usage results

ISAGRI has two specific uses for the TeamViewer solutions for collaboration and remotely accessing computer systems: firstly manipulating or viewing systems remotely, and secondly searching for files at a user’s station. “The Customer Relations Managers love the control for its reliability and execution ability; customers recognize its intuitiveness,” says Mathieu Savalle, Customer Support Manager.

In practice, support via TeamViewer addresses complex problems customer are unable to solve themselves. The Customer Relations Managers take over, and the user can either wait for the end of the intervention or work on something else. The second use, which is more regular, occurs during the ISAGRI software’s normal operation. If a customer wants training or help, an ISAGRI Customer Relations Manager can remotely control the computer then let the customer act independently. TeamViewer guarantees reliability and customer satisfaction for ISAGRI. Since integrating the TeamViewer solutions into our processes, we have neither experienced technical problems nor received any complaints from our users,” notes Mathieu Savalle. ISAGRI now reports a customer satisfaction rate of 96%.

About TeamViewer

Founded in 2005, TeamViewer focuses primarily on developing and distributing high-end solutions for online collaboration and communication as well as remotely controlling computer systems. Available in more than 30 languages, TeamViewer has more than 200 million users worldwide.

This positions TeamViewer as a leading supplier of remote control and online meeting software. airbackup, a powerful cloud-based backup solution, and ITbrain, a valuable solution for remote monitoring, anti-malware and monitoring computer resources, complete the TeamViewer product line. For more information, please visit: www.teamviewer.com.

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