



The MACO is one of the world's leading manufacturers of high-quality anti-burglary window and door fittings, fittings for large-surface sliding doors, door hinges, window handles and other window hardware. The MACO Group consists of three Austrian-based production plants, a plant in Russia with an attached sales office and 14 other international sales offices, including Italy, Germany, Poland, the UK, France and Spain. Around 2,300 staff members are employed in over 35 countries. Its headquarters are in Salzburg.

For more information, visit www.maco.at.

Challenges

- ✓ Retire an existing, no longer up-to-date remote support solution
- ✓ Lower IT support costs for 2,300 employees as well as customers in 35 countries
- ✓ Increase the quality of remote sessions for improved customer satisfaction



Solution

TeamViewer was selected as a new remote solution. The software meets all requirements for efficiency and flexibility while reducing costs. The IT team now enjoys stable connections every time, which has allowed to cut the time spent per support case by around 20 percent.

TeamViewer opens doors in MACO support

Modern remote maintenance solution boosts growth and reduces support time

The growth of a company presents special challenges for internal IT support teams. As the number of employees grows, so does the number of support requests. At the MACO Group, an international manufacturer of high-quality window and door fittings with headquarters in Salzburg, Austria, around 40 IT specialists provide emergency help with hardware and software problems.

Around 2,300 internal staff members as well as external customers and partners worldwide are served from the company's home base in Salzburg. In addition to standard solutions, the company's primary software is MACO WIN, which can be used by industrial customers to select the appropriate fittings for their specific products.

The Salzburg-supported staff is spread out across headquarters and other production sites in Germany and Russia, and abroad as well as 14 international sales offices in Germany, Italy, France, Spain, Poland and the UK. Customers range from small woodworking shops to large industrial manufacturers in the window and door industries. To offer fast support for technical problems across all locations, the IT service desk staff relies on a stable remote maintenance system that is easy for end users to operate.

As Andreas Fenz, an IT professional at the MACO Group, recalls:

"Our remote support software at the time was always giving us problems in terms of the stability of the connections.

All served customers had to install a plug-in, which was also complicated. Because we support hundreds of internal and external users, remote maintenance is very clearly a cost factor for us. Being able to handle support cases quickly and easily saves us time and money.”



In searching for a replacement, the choice quickly fell on TeamViewer. Thanks to the concurrent user license model, the MACO service team can use TeamViewer flexibly from dif-

ferent workstations as needed without incurring additional license fees. The lifetime model has no recurring costs and offers excellent control in terms of license expenses.

QuickSupport in the MACO help center

To make using the IT service desk as convenient as possible for customers and staff, the company set up a Help Center on its website that connects advice-seekers with the support team in just a few short steps. From there, the customer launches the TeamViewer QuickSupport module with a click of the mouse with no prior installation necessary. Once launched, an individual ID and password are created, which the customer provides to the MACO WIN support team. The supporter can now establish a secure connection with the remote computer, take control and solve the problem in no time.

Increased customer and employee satisfaction

With easy handling and a stable connection, the MACO Group is able to provide better support quality and thus increase both customer and employee satisfaction.

TeamViewer lets MACO solve most common computer problems quickly and efficiently and without the additional expense of onsite travel.

If advanced rights are required for administrative tasks, the support team can log into the corresponding system as a domain user with administrator privileges.

“With TeamViewer, the remote maintenance process runs much more smoothly and simply.”

Andreas Fenz, IT professional at the MACO Group

“We are very happy with TeamViewer. The software lets us handle support cases efficiently. Unlike before, we now enjoy stable connections every time, which has allowed us to cut the time spent per support case by around 20 percent. The remote maintenance process runs much more smoothly and simply, and the feedback from our staff and customers has been positive. With TeamViewer, we feel well-equipped to handle further growth, including on the IT support side,” summarizes Fenz.

TeamViewer Inc.

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication, collaboration and remote monitoring of IT systems. Available in over 30 languages and with more than 200 million users worldwide, TeamViewer is one of the world’s most popular providers of remote control and online meeting software. For more information about TeamViewer, please visit: www.teamviewer.com

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