

Keeping livestock & farm profits healthy

SKOV A/S uses remote access software across its global operations, from remote monitoring to technician training

Global farm environment control and monitoring systems provider, SKOV A/S, with its headquarters in Denmark, provides technology solutions for monitoring and managing climate and production for poultry and pig livestock housed in barns and sheds. To ensure the wellbeing of a farm's livestock, it is vital that SKOV's systems are well maintained and kept up to date. Because the company's customers are spread across the world, SKOV needs an efficient means of connecting with its clients' systems. Few farms have extensive IT skills, so their managers rely heavily on support from SKOV's internal support team. Furthermore, to maintain a uniformed service, SKOV remotely supports its 80 plus service partners worldwide who offer service and support, including selling spare parts to its global customers. Being physically on site to support customers would not be practical or efficient for SKOV's technicians.

Kim Jensen Møller, product manager for SKOV's farm management solutions, explains, "Prior to implementing TeamViewer we had another solution that should have provided the remote access we needed, but it was too complicated for our customers to use.

SKOV was made aware of TeamViewer, which offers straightforward access to a remote machine using a secure internet connection. "TeamViewer was convincing from the first minute. The installation is an easy process, and the software itself requires very little support once up and running," Mr Jensen Møller says.

Today, SKOV uses TeamViewer for testing its systems via customers' computers. The machines are connected to controllers in the farms' poultry and pig production houses, which control the climate.



SKOV A/S is a global industry leader for climate control and farm management solutions in the animal production market. The company, founded in 1954 in Denmark, which employs 275 staff, provides climate control and production monitoring, air cleaning and alarm systems to farms. SKOV has a worldwide reseller network of more than 80 dealers and service partners serving customers in Europe, the Middle East, Africa, Asia, the Americas and Australia. SKOV has a large international Global Support department with staff based in Denmark and in Bangkok to support its global customers. For more information, visit: www.skov.com.

Challenges

- ✓ High sensitivity of client environments, requiring close monitoring of systems
- ✓ Geographically dispersed customer base and service partner network
- ✓ Complex products require in-depth technical training of service staff



Solution

The ease and simplicity of TeamViewer has encouraged its widespread application across SKOV's international operations, for uses ranging from remote product testing, customer support, to desktop-sharing in R&D and remote training.

The R&D team does system checks of the equipment remotely, following it through TeamViewer. "It is vital that our system updates are implemented across our entire customer base and are functioning properly," Mr Jensen Møller says. "We use TeamViewer to oversee our systems and to track performance."



"If the climate isn't controlled accurately, we could have 40,000 dead chickens on our hands within half an hour."

TeamViewer plays a major role in SKOV's support services, to provide remote trouble-shooting for their worldwide customer base.

Remote trouble-shooting

"Customers like to have their problems fixed quickly and easily. With TeamViewer on their computers, they don't need to worry about technical details, and we don't need to worry about firewalls, routers or IP addresses. Customers use the QuickSupport tool which is downloaded from our website and readily sets up the TeamViewer support connection. The integrated Computers&Contacts list also enables our teams to quickly look up any customer they've dialled in to before," Mr Jensen Møller explains. "Without TeamViewer, we would have to be on site, which isn't practical given our geographic spread. Actually, we would have to completely change the way we engage with our customers."

Online training and team collaboration on track

To provide best service, SKOV service technicians have fundamental knowledge of animal production and undergo thorough training. The company uses TeamViewer to train its internal service technicians

through the company's Academy, as well as provide training for its service partners. Here, the software plays a crucial role both in a classroom setting and to enable remote participation. "We use TeamViewer to synchronise computers for training," Mr Jensen Møller says. "Our trainers share their screen with students. By this, the students can participate in the remote training easily from their own computer, no matter where they are. This saves us costs and time for travelling." TeamViewer also powers SKOV's online meeting capabilities. The R&D team often uses the remote access facility to share the screen with partners or colleagues around the world.

"TeamViewer has revolutionised the way we communicate with our customers."

TeamViewer has found broad application across SKOV's global operations, from remote technology monitoring to virtual trainings of service technicians. Mr Jensen Møller concludes, "TeamViewer is an agile, flexible solution which has revolutionised the way we communicate with our customers. It helps us to ensure that SKOV provides the highest level of service, irrespective of geographical location."

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

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TeamViewer GmbH
Kuhnbergstr. 16
D-73037 Göppingen