

CASE STUDY

Computer Network Power Optimizes Support Services with GoToAssist

SUMMARY

The Enterprise

Computer Network Power, LLC.

The Challenge

Computer Network Power must provide service to customers over a large geographical area and in the least amount of time to ensure outstanding customer service.

The GoToAssist

Solution

GoToAssist enables CNP representatives to solve problems remotely, thereby improving response time and cutting costs by decreasing on-site visits.

The Results

GoToAssist is a cost-effective tool that has helped CNP provide faster service to its customers while reducing the cost of time-consuming on-site visits.

As a full-service network management company, Computer Network Power, LLC (CNP) provides network and Voice over IP (VoIP) system design, consulting, installation and maintenance solutions for a range of enterprises throughout the Southeast. CNP needed a virtual on-site support solution that would help it lower response time and reduce the high cost and time constraints of deploying representatives to far-away clients while extending its geographical reach. That's why CNP co-owner John Garrett, who also serves as the company's director of operations, turned to GoToAssist as the solution for remote control access to customers' networks. GoToAssist's secure, Web-based remote-access technology enables CNP's support team to chat with customers in real time; gain access to their desktops and network; push a Web page or file transfer; or even take permission-based control of the customer's mouse and keyboard to resolve a problem.

A remote-access solution is especially important for companies offering VoIP systems because service is expected to be completed remotely. CNP is a business partner of ShoreTel, Inc., a leading VoIP provider that also relies on GoToAssist. "For any company that's doing Voice over IP with ShoreTel, the ability to do desktop and server support is absolutely critical to providing customer service," says Garrett. "You have to have this kind of support capability – you have customers all over the country."

"GoToAssist works every time we use it."

Provide Immediate Assistance for Less

GoToAssist has enabled CNP to slash the number of costly, time-consuming on-site visits and dramatically shorten the time it takes to help clients. Providing on-site maintenance and troubleshooting could take a representative a business day or more to complete. However, tech-savvy customers today demand a faster fix. "When you have a customer location that's 200 miles away, it doesn't matter whether you've got plenty of staff or not, you can't get there in time," says Garrett. With GoToAssist, CNP representatives can immediately connect with the customer's network to assess and solve problems in real time, right on time. "We can solve somebody's problem in five minutes, whereas in the past, a customer might have had to wait two hours for somebody to get on-site," says Garrett.

Experience Total Reliability

Before implementing GoToAssist, CNP attempted to implement another remote control solution, but found that it quickly became shelfware. "We were finding that we

KEY FEATURES AND BENEFITS

Web-Based Solution

No installation is necessary on end-user machines. One-click access puts your users in immediate communication with your support reps and enables them to remotely view and control your users' computers, reducing handling time and increasing first-time resolution.

Fast and Easy to Implement

Your enterprise can be up and running within 48 hours; no additional infrastructure is needed. GoToAssist does all the setup and hosting on our secure servers.

Low Cost of Ownership

GoToAssist is the most cost-effective managed service for remote assistance. There are no hidden per-session or per-customer fees.

Reliable

GoToAssist is firewall friendly, making connectivity extremely reliable. It functions at optimal levels via high-security facilities, redundant systems and 24/7 monitoring.

Secure

State-of-the-art security features, proprietary compression technology and 128-bit AES encryption ensure that the data exchanged between users and support reps is completely secure. Citrix Online, provider of GoToAssist, is SiteSecure Certified, a standard that ensures the security of your systems and data, and that of your customers, when using GoToAssist.

weren't using the other tool because it wasn't reliable, the download was too big and it took too much time. Even if you did get a remote session up, the product wasn't terribly responsive," says Garrett. "But GoToAssist performs. It does exactly what we need it to do, and it works every time." GoToAssist's reliability eliminates the frustration of lost sessions and lag time for both the support representative and the customer. "The bottom line is that GoToAssist works every time we try to use it," says Garrett. "We don't have time to troubleshoot the tool when we're troubleshooting a customer's problem."

Because of Citrix Online's managed-service model, GoToAssist was simple to deploy. "From beginning to end, it's been very easy to implement on our Web site, and it worked the first time out of the gate," says Garrett. Plus, training his representatives took about five minutes.

Measure Customer Satisfaction

GoToAssist provides an online Management Center that's available to administrators 24/7. With this advanced suite of tools, Garrett can instantly view the status of remote sessions and create reports that help him measure results. He especially appreciates the ability to view customers' comments regarding their remote-support experiences. "As the company owner, I appreciate the ability to review not only customer comments, but also the status of remote-support sessions. It's very important to us to be able to measure results." By and large, says Garrett, his customers are amazed. "The feedback's been great," he says. "We can solve somebody's problem in five minutes. That really gets people's attention."

“We can solve somebody's problem in five minutes.”

"Do we expect to retain customers by doing this? Yes. We feel like this is a necessary part of providing service," says Garrett. "As we've become more involved in Voice over IP and it's grown to be a bigger part of our business, we've identified the need to have an on-the-fly remote-support capability. GoToAssist delivers."

Arrange a Demo: www.GoToAssist.com | Phone: (800) 549-8541

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