With more than 1,100 customers worldwide, IXOS Software is the leading provider of document solutions for inter-enterprise system environments. IXOS solutions ensure the seamless integration of electronic documents into a company’s business processes through the digitalization, archival and management of dynamic documents and data volumes, including the efficient management of email, attachments and mailboxes for the Microsoft Exchange platform.

The Challenge:
As a manager of technical services with IXOS Software, Inc., Manfred Weis has the herculean task of supporting some 220 customers throughout the Americas. Yet the technical services department of just 17 engineers at the company’s San Mateo, California, location provides 13 hours of the 24/7 technical support for the company’s Fortune 500 customers — and has chalked up a 70 percent increase in first-time resolution rates in the process. Weis and team have accomplished this impressive feat thanks to Citrix® GoToAssist™, which enables remote access to their customers’ computers and data centers.

Weis needed access to locked-down corporate firewalls without the administrative nightmare of managing secure ID cards and a different logon for every customer. Because GoToAssist uses standard HTTP technology and security features, it allows his team to get through firewalls 70 percent of the time, minimizing the need to send a support engineer on-site to solve the customer’s problem. “Flying someone across the country to look at a system for 30 minutes is not very efficient,” says Weis. “That’s why GoToAssist is a great solution for us. It’s very reliable and easy to use.”

A Technology Leader Looks to a Superior Solution
GoToAssist’s inherent collaborative capabilities were a perfect fit for a company like IXOS, which emphasizes teamwork and customer service. Within three days Weis’s team had integrated GoToAssist into its Web site, allowing its customers to connect directly to its support engineers via a dedicated portal. The engineers’ training took just a half hour due to GoToAssist’s simple interface.

“GoToAssist is the greatest tool that we could find. It enormously improves our support quality and shortens the resolution time of cases, and it allows us to train our customers to avoid future problems.”

Manfred Weis
Manager, Technical Services
IXOS Software, Inc.
With GoToAssist’s robust features, including Remote Viewing/Control, IXOS support engineers can immediately troubleshoot a problem directly on the customer’s computer or server. A key advantage of GoToAssist, according to Weis, is that the technology allows IXOS engineers to see log files, error messages and configuration settings “without asking the customer to send everything in an email or — even worse — to read to us on the phone what he sees on his screen.”

By having the ability to view error messages themselves, the engineers can often determine how the customer got the error by verifying which steps the customer performed. “This allows us to show the customers how it should be done,” says Weis, “and to help them avoid further problems.”

**Efficiency and Ease of Use Reap Big Rewards**

Weis and his team typically spend one week on-site with a client to install IXOS software solutions and conduct user and admin training. As the number of IXOS clients grows, the company faces the added costs of expanding its support team.

With GoToAssist, the company can control its personnel overhead through quick turnaround on handling cases: Fewer engineers are needed to support the larger case volume.

GoToAssist’s small and reliable executable allows for an incomparably fast and stable connection with the customer, which enables IXOS to realize a 60 percent reduction in case-handling time.

GoToAssist’s remote-support features have resulted in a 70 percent increase in first-time resolution. The firewall-friendly features and stringent security protocols inherent to GoToAssist allow IXOS engineers to support customers behind corporate firewalls without compromising the integrity of secure data.

IXOS support engineers, who handle an average of 300 remote-support sessions a month, find GoToAssist extremely reliable. They are impressed with its small executable — a necessity for fast connections. Plus, its easy-to-use interface makes it simple for both IXOS engineers and customers to navigate through help sessions. “I like that we can see exactly what the customer is doing and the result of that action,” says Weis. “GoToAssist takes all the guesswork out of it.”