

TeamViewer at Back IT Up:

On-demand IT support for Norway's businesses

BACK IT UP

Established in 2008, Back IT Up AS operates as an external IT department for a range of companies and industries in Norway, including law, hospitality, and manufacturing. Specialising in backup, it tailors collaboration solutions for its clients' needs and takes care of support matters, administrator licences and ensures that its customers' data is secure.

Consisting of eight employees, of which four are in the support department, this small team is responsible for the IT operations of around 500 companies across Norway. Thanks to TeamViewer, Back IT Up can act like a true extension of its customers' operations and offers on-demand support to their ongoing IT needs.

Challenge

Back IT Up needed a solution that enabled it to realise its mission to be the customer's IT department. Key challenges included:

- ➔ **Small support team managing customers across all of Norway**
- ➔ **Looking to reduce travel costs to see customers and troubleshoot time**
- ➔ **Increasing efficiency, without compromising customer satisfaction**

Solution

Back IT Up have been using TeamViewer since 2012, and have found it the best solution for the company and its customers. Using TeamViewer's remote access and support can simply and easily allow companies to fix issues fast so they can focus on what really matters in their business.

Results

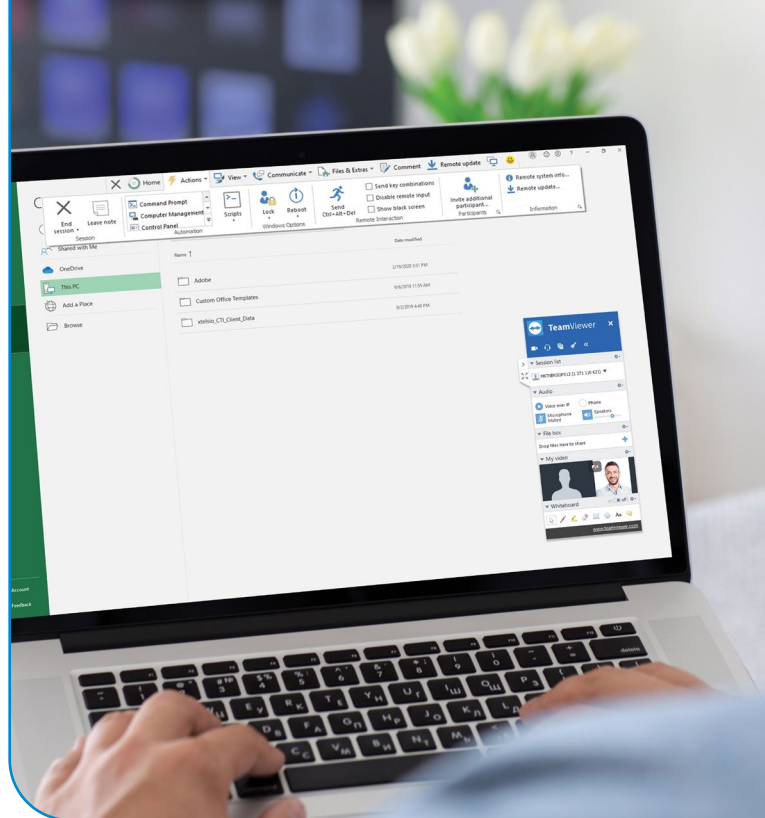
With TeamViewer, Back IT Up can connect to its customers, no matter their location.

- ➔ **Time and cost reductions:** The support team hugely decreased the amount of time and money spent travelling to fix customer issues on-site. The team has reduced fuel costs by about 40% as they no longer need to be out with customers to solve problems.
- ➔ **More efficient use of resources:** The support team can spend less time on-location with customers, so more resources can be used to focus on business development opportunities.



Hands-on support for hands-off customers

Back IT Up operates as the IT department for businesses in a range of industries, many of which don't have an IT manager. The support team, therefore, often interacts with non-technical people just needing an IT issue fixing at speed, with as little input or insight needed from them. TeamViewer enables the support team to connect to the customer's unit and assist with what they need remotely. The technician asks the customer to download TeamViewer Quick Support from the Back IT Up website via a link. Once they start the program, they let the technician connect to the device and help fix the issue at hand. As a result, all the customer really needs to do is click on a button to get immediate IT support, making it a very simple and seamless customer experience.



Building real partnerships

Thanks to TeamViewer, Back IT Up has been able to realise its mission of becoming a true extension of its customers' operations and offer on-demand support to their ongoing IT needs. Being a small team, Back IT Up has to manage a lot of customers with a limited number of staff. Building and maintaining a high customer satisfaction rate is therefore a big challenge that requires time and investment. TeamViewer's remote access solution has been a huge enabler for Back IT Up in becoming a quick, reliable and effective point of contact for businesses. Effective communication via remote access, means Back IT Up can not just act as a response team for IT issues, but strengthen customer relationships and consult on a business's IT infrastructure, no matter their location. This has enabled the company to transform their offering, as an IT response team, to a true partner for businesses.

” Patrick Braseth, General Manager and Founder of Back IT Up

The payback period for investing in TeamViewer was very short.

Efficient use of resources

Using TeamViewer, has helped Back IT Up automate its customer monitoring processes. Allowing the support team to spend less time going back and forth with a frustrated customer, and instead get to the root of the problem quickly. This is a win-win situation for both the technician and the customer. On the one hand, customers are happier with the fast response time which has led to an increased satisfaction rate. Patrick Braseth, general manager and founder of Back IT Up explains:

“The payback period for investing in TeamViewer was very short. We quickly found out that we work more efficiently with our customers, which means we have time to serve more customers within working hours, and ultimately have happier customers as a result.”

On the other hand, using TeamViewer has also meant a more efficient working day for the support team. This is because the team is experiencing a 40% reduction in fuel costs and a reduction in time spent travelling to troubleshoot issues. Operating as a small team of four technicians, these time and cost savings have made a huge difference to the productivity of the entire company and has reduced the amount of overtime for the team too. Capitalising on the increased efficiency and remote working, technicians can now focus on upskilling their own technical competence and knowledge. This in turn gives them new business and growth opportunities.

Take the next step

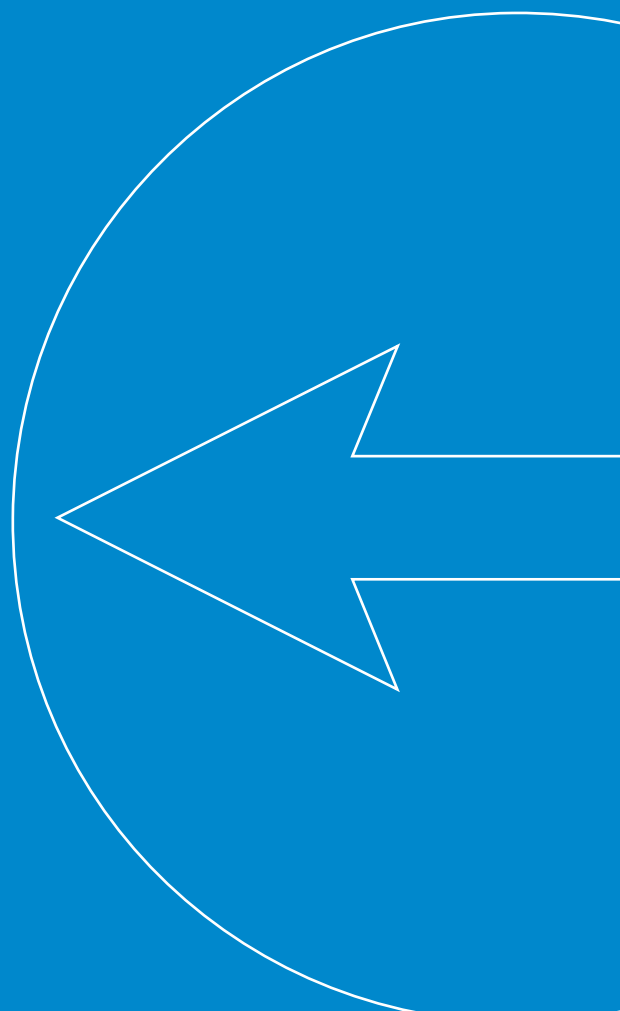
To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer sales representative. Visit us on: <http://www.teamviewer.com/en/products/teamviewer>

About Back IT Up AS

Back IT Up AS was started in 2008 as a sole proprietorship with two PCs and a start-up capital of NOK 10,000. Patrick Braseth, who is the general manager and founder, saw early on the possibilities that several local companies had a great need to back up their files. The development since then has been explosive and in 2012 the company was registered as a joint stock company. Back IT Up AS has now become one of Viken's leaders in backup, ASP/cloud services, networks, support, consulting assignments, hardware and internet lines. More information: <https://www.backit.no>.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. It enables companies of all sizes and from all industries to digitalize their business-critical processes through seamless connectivity. TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things or Artificial Intelligence. The company is listed at Frankfurt Stock Exchange and belongs to MDAX.



Let's connect.

www.teamviewer.com