TeamViewer

Case Study

Reliable service through remote support with augmented reality

BERNER Group

On 1 April 1957, Albert Berner founded the family business as a one-man operation in Künzelsau, Baden-Württemberg, with 3,000 Deutschmarks in start-up capital. 65 years later, the Berner Group has grown to 8,000 employees in 23 countries, distributes over 200,000 articles and achieves a turnover of 1.1 billion euros.

The B2B wholesale company supplies professionals from the automotive sector to the construction and manufacturing industry with everything they need for their daily business success – from tools to accessories and consumables to smart chemical "All In One" solutions or the right work equipment. Reliability is a core value for the Berner Group. Because the company sees itself as a partner at eye level who wants to keep

23 countries across Europe

B2B wholesale

TeamViewer Assist AR

its customers' world "together and running" with application-oriented product and service offerings.

The family business, which is now run by the second generation of CEO Christian Berner, has been consistently focusing on digitalisation for years.

Challenge – The IT infrastructure is growing

As a result of the digital transformation, the Group's IT infrastructure has also continued to grow – and with it the need to install, operate and routinely maintain hardware and software, and to diagnose and rectify potential errors.

The Server & Network department looks after all Berner Group locations throughout Europe. In the past, this meant that IT professionals sometimes had to travel long distances to check on things on site – not a very efficient use of their valuable time.

> **Due to their know-how, our experts often only need a few minutes to solve a technical problem. In the past, the travel itself was much more time-consuming.**

Heinz Bruhn
Senior Director International Application Management at Berner Group.

And sometimes economically expensive: "If, for example, a network in our logistics centre in Southern Europe fails, then of course we first have to get there from our headquarters in Cologne or Künzelsau. Every minute of downtime can cost us up to 4,000 Euros – it is easy to calculate how high the financial damage is in such a scenario. Not to mention the response from customers who may not be able to receive just-in-time deliveries due to the technical disruption."

Solution – Mixed and augmented reality brings IT expertise to all locations

As a pioneer in digital transformation, the Berner Group has therefore decided to rely on remote maintenance with mixed and augmented reality. "TeamViewer Assist AR is an essential part of this," explains Heinz Bruhn. "Our baseline question was: How can we leverage technology to get the existing IT competence to wherever it is needed?" To this end, the Berner Group acquired the Microsoft

HoloLens mixed reality glasses and uses the TeamViewer Assist AR remote support solution to operate them.

IT professionals at Berner Group can use it to easily connect to the mixed reality glasses worn by employees on site; they see what they see and can provide real-time visual instructions and assistance through 3D elements, markers, images or technical documentation in the field of view.

> **This means that almost all employees – regardless of their IT expertise – can carry out maintenance, configuration or troubleshooting activities**

Heinz Bruhn
Senior Director International Application Management bei der Berner Group

The virtual presence of the IT specialists guarantees that this is done professionally. The change from purely manual on-site activities to remote support is another important step on the way to fully networked, international cooperation and helps to make the best possible use of our human resources. Our team can now focus much more on its key competencies as innovators and drivers of digitalisation."

Result

Professional IT maintenance and fast problem solving reduce downtime costs to a minimum.

Faster troubleshooting ensures higher customer satisfaction.

Travel time for IT professionals for support purposes could be reduced by up to 70 per cent.

Saved travel costs pay towards sustainability goals.

Unbeatably fast knowledge transfer between IT specialists and employees on site.

TeamViewer Assist AR convinces with simple integration and intuitive use

The decision to use TeamViewer Assist AR was made for two reasons. The first is: "The software runs smoothly on all the end devices we have purchased as well as in all environments", explains Heinz Bruhn.

The second reason is the intuitive usability and operability: "You can learn how to use it in 15 minutes without in-depth IT knowledge."

The introduction of TeamViewer Assist AR at the Berner Group was also quick and uncomplicated: "We downloaded the software, installed it, TeamViewer helped us with the configuration and we were ready to go", Heinz Bruhn reports. "Since then, the whole thing has been running smoothly. The investment in this technology has thus quickly paid off for us. For us, immersive technologies are a targeted supplement to classic remote maintenance and an additional support safeguard. The use of this innovative solution takes our Business Continuity & Disaster Recovery concept to an even higher level. As a leading European wholesale company that generates an ever-increasing share of its turnover through electronic sales channels, we are dependent on a functioning IT infrastructure and maximum availability of our business processes – here we cannot and do not want to afford any failures."

> **With TeamViewer Assist AR, we empower our employees at all locations to solve IT problems quickly – regardless of their level of IT expertise. This helps us avoid costly downtime and ultimately ensures greater satisfaction for our customers.**

Heinz Bruhn
Senior Director International Application Management at the Berner Group

Challenges

→ Sites in 23 European countries need IT support, but do not have appropriately trained staff on site across the board.

→ Depending on the use case, an IT shutdown can cost up to 4,000 Euros per minute.

→ Travelling on site for support purposes is costly and time-consuming.

Solution

→ With TeamViewer Assist AR, IT specialists at Berner Group can set up a session for real-time support on a Microsoft HoloLens with employees on site at the head office.

→ The IT professionals can see what the employees see.

→ Display visual instructions and assistance in real time via 3D elements, markers, images or technical documentation directly in the employees' field of vision.
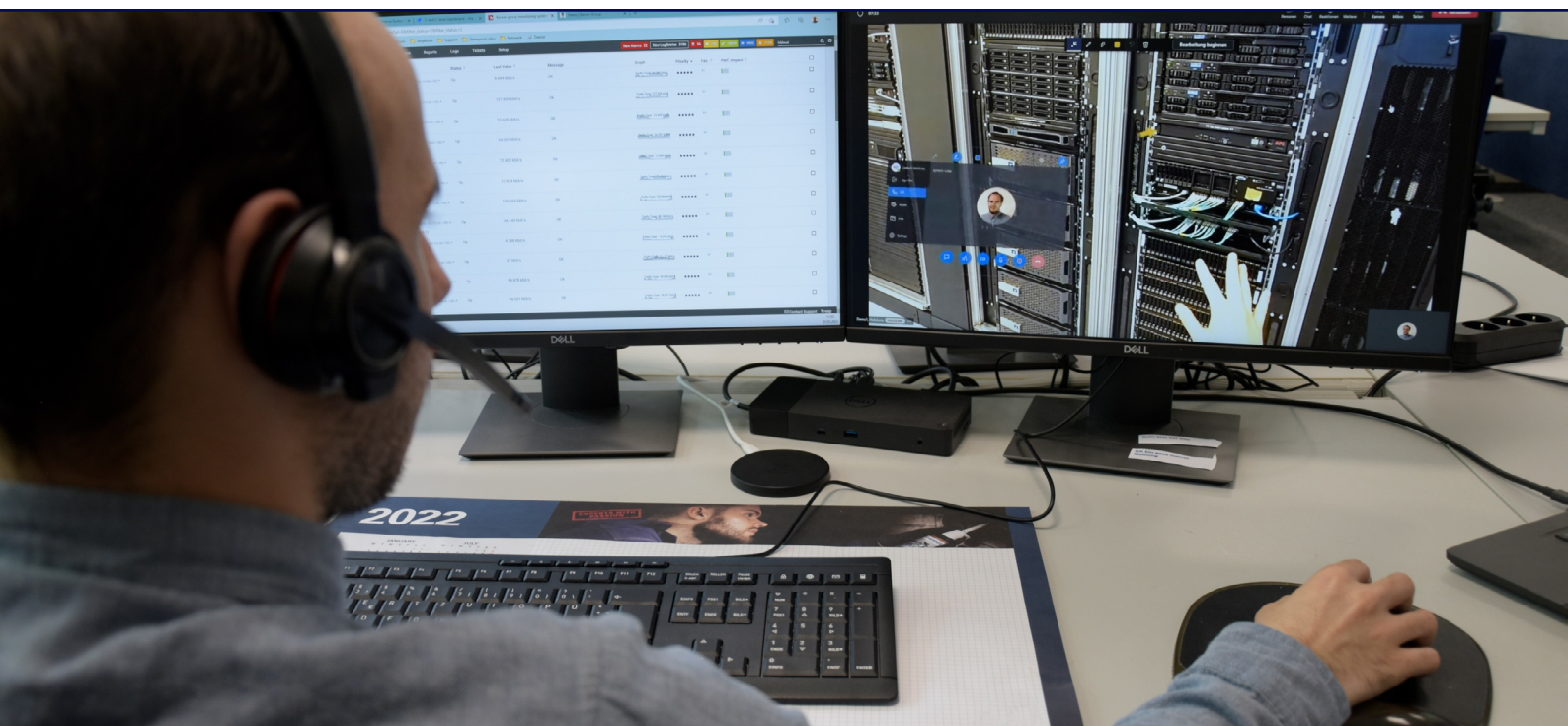
About Berner Group

Berner Group is a family-run European trading company. The vision is: "We keep the world together and moving". Berner Group is the central B2B trading partner for all materials in the field of maintenance, repair and production for customers in the construction, mobility and industrial sectors. With more than four channels, Berner Group creates an integrated omnichannel shopping experience for its customers. In the area of steel and C-parts as well as in the area of chemicals, the company is an innovative manufacturer at the same time. With over 200,000 articles and 8,000 employees, the Berner Group is represented for our customers in over 23 countries. You can find additional information on the brands under the following link: www.berner-group.com

About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device — across platforms — from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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