

ManpowerGroup Spain

Digitizing IT support for employees and clients



ManpowerGroup™

For more than 10 years, ManpowerGroup Spain has been using TeamViewer's remote support solution in order to remotely manage and control devices such as computers, mobiles, and other devices to provide support both internally and externally.

In order to meet the company's high quality standards, ManpowerGroup Spain decided to rely on TeamViewer's solution, which ensured that they could provide the best possible customer support, while allowing their issues to be repaired even in hostile connection environments, in compliance with the strictest privacy and security requirements. In this way, TeamViewer is able to offer a complete solution for all needs in the workplace.



Challenge

ManpowerGroup Spain required a remote support solution to manage and troubleshoot its devices remotely.

- ➔ **Over-the-phone support and on-site visits should give way to a more efficient and modern system of remote access for problem resolution.**
- ➔ **Goal was to optimize ManpowerGroup's first and second level support services.**
- ➔ **The company wanted to improve customer experience and satisfaction.**

Solution

ManpowerGroup Spain uses TeamViewer for remote access and the management and control of machines to provide technical support both internally and to its customers.

Results

Thanks to TeamViewer, ManpowerGroup Spain has ensured the correct flow of communication with its clients, partners, and professionals to avoid delays during any project process due to miscommunication.

- ➔ **100% of ManpowerGroup Spain employees have TeamViewer installed on their work computers.**
- ➔ **This resulted in maximized productivity, reduced costs and the best IT service on a single integrated remote access and support platform.**

Access to remote support - agile and secure

ManpowerGroup Spain is a leader in talent solutions in Spain with several offices across the country. Until now it has relied on over-the-phone support, and on-site visits to help with IT-related problems. At a certain point, this approach was too time-consuming and too costly for the company.

Providing instant and efficient remote support solutions is key to day-to-day business. Having the right solution in this area allows for a double optimization in terms of cost savings associated with such travel and efficiency gains by offering an on-site digital solution. In this context, ManpowerGroup needed a software that would provide remote access, management, and control of devices and would be useful for 100% of the company. "The main reason we decided to go with TeamViewer was because it was the only solution on the market which guaranteed that we would be able to offer a response and provide solutions also in less ideal internet connectivity environments", said Jordi Morancho, Chief Technology Officer at ManpowerGroup Spain.

200 TeamViewer sessions per day

The main challenge faced by ManpowerGroup was the need to move from a model of telephone support and on-site visits to a more efficient and modern system with online access and remote problem resolution.

ManpowerGroup, the leading company in the field of integrated Human Resources management, has been present in Spain since 1988. It has nearly 800 employees, 7,000 clients, and annually connects almost 100,000 people with employment. In order to offer a quality service, they need to count on top-level partners that offer innovative technological solutions to protect their entire talent cycle, always maintaining the connection between employment, companies, and candidates. ManpowerGroup conducts around 200 TeamViewer sessions per day to resolve technical issues and approximately 2,000 TeamViewer connections per month. As the TeamViewer solution has added functionalities over time, ManpowerGroup has also added them, thus expanding the type of services offered to its clients.

A flexible solution

"TeamViewer has proven to be a versatile solution that is very useful both internally and externally, with customers and suppliers. It allows us to ensure the bias of direct communication, to avoid delays during any project process due to lack of communication or understanding, and it also guarantees that there is no security conflict with corporate policies", Jordi Morancho said.

Technical problems, machine failures, system crashes, and other breakdowns occur on a daily basis in modern companies. In order to cope with this, losing as little working time as possible, and therefore gaining in productivity and effectiveness is essential.



Jordi Morancho, Executive Director of Technology at ManpowerGroup Spain

TeamViewer ensures direct communication, to avoid delays during any project process, and it also guarantees that there is no security conflict with our corporate policies.

Maximizing productivity with easy-to-implement remote access

TeamViewer provided ManpowerGroup Spain with a license for remote access, management, and control of machines to offer technical support both to its customers and internally. Thanks to this solution, ManpowerGroup's IT experts can deal with customer incidents immediately and securely to solve their problems remotely.

TeamViewer was able to ensure that no security and privacy conflicts occurred, in compliance with ManpowerGroup's own corporate policies. The versatility of the software, which allows support to be provided from any network and location, and the agility in responding to any need at key moments, has been vital to its successful adoption among ManpowerGroup employees.

"Over time, TeamViewer has proactively evolved, which has allowed us to expand the types of services we could offer to respond to emerging needs and therefore improve our success rate in remote support", Jordi Morancho concludes.

Take the next step

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

About ManpowerGroup Spain

ManpowerGroup (NYSE: MAN) is a global leader in talent solutions to ensure the attraction, development, and engagement of talent, driving the development of individuals, businesses and communities. Under three brands (Experis, Manpower and Talent Solutions), it caters to all business needs: flexible working, recruitment and assessment, training and development, career management, outplacement, outsourcing and consulting. In addition, ManpowerGroup has launched the Human Age Institute in Spain, a benchmark space for debate, research and in-depth study in the field of talent, while at the same time carrying out programs to improve people's employability, contributing to their integration into the labor market. More information: www.manpowergroup.com.

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.

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