⟷ TeamViewer

Case Study

How Radius relies on TeamViewer Tensor to scale its IT support

The global organisation uses TeamViewer Tensor's capabilities to guarantee remote support without compromising on its security.

⟲ radius

Founded in 1990, Radius Payment Solutions offers a market leading range of products and services – such as telematics, fuel cards, EV charging and much more – to businesses of all sizes. Operating across 53 offices in 18 countries and serving 300,000 customers globally, Radius is one of the world's fastest growing companies in its segment.

A global team of 2,500 employees provides products across six core divisions: Radius Fuel Solutions, Telematics, Radius Insurance, Radius Vehicle Solutions, Radius Connect and Radius Chargepoint & Energy.

🌐 **Based in Crewe / UK**

🏢 **Global team of 2,500 employees operating across 53 offices**

🖥 **Service sector**

📅 **Year of Deployment: 2021**

Challenge

Radius' expansion in its product portfolio and markets resulted in the IT team needing to use solutions that could keep up with the demands of an organisation operating at scale. With more than 50,000 processed support tickets per year, the team required a remote support solution that could enable their staff in assisting IT issues across the globe in a scalable and secure manner. Furthermore, Radius needed a remote support solution that could offer features such as single sign-on (SSO), auditability, as well as a granular control on who could and could not use remote assistance on the organisation's digital end points.

The main challenges included:

Enabling remote support at scale
Working at scale requires a remote support solution that could offer a secure, enterprise-grade support experience at the click of a button for a workforce that is spread across time zones and geographic locations.

Securing remote support experiences
As Radius continues to scale, ensuring that its IT security posture is strengthened was one of the top priorities in the organisation when it came to choosing the right remote connectivity platform.

Integrations with existing IT landscape
Radius wanted a global player with deep expertise in addition to an ever-growing suite of integrations that could be used seamlessly in existing business critical processes that they could leverage without steep learning curve for its rapidly expanding workforce.

✓ **Enterprise-grade security features for secure remote support experiences**

✓ **Seamless integration with existing ticketing system and IT processes**

✓ **Remotely manage and maintain IT infrastructure of a global company**

Solution

The recent implementation of TeamViewer Tensor has enabled Radius to scale and extend remote support to their employees, partners, and customers. Adopting TeamViewer Tensor enabled agility and greater flexibility to the central IT team based in Crewe / UK in assisting its workforce in a quick, easy, and seamless manner.

Furthermore, TeamViewer Professional Services enabled Radius to accelerate the roll-out of the TeamViewer Tensor solution. Andy Kinseley, Senior Desktops Engineer at Radius: "Normally when we get a new technology, I spend valuable time reading and understanding how to best deploy and implement it. Whereas with the Tensor product, it felt like I was unpacking the solution with TeamViewer. They were very hands on in the implementation phase and provided us with a lot of tips for best practices. TeamViewer Professional Services that we booked together with the Tensor solution, were hugely beneficial in saving time and efforts of our central IT when it came to deploying Tensor at Radius."

TeamViewer Tensor now provides the ideal balance of security-first features and functionalities to strengthen Radius' remote support experiences. The IT team can easily control and regulate user access and event logging to provide a comprehensive audit trail and demonstrate compliance with best practices and legislation. Furthermore, Tensor integrates with the existing IT infrastructure, such as the ticketing platform. All combined, this helps Radius deliver secure remote support experiences to their employees, customers, and key stakeholders in their value chain.

" **Today, TeamViewer Tensor really is a business-critical solution for our company. It is an integral component to our global operations. Without it, we would not be able to provide efficient and effective IT support to our workforce across the world.**

Tim Browning
IT Operations Director at Radius

Results

With TeamViewer, Radius was able to achieve:

Support at scale
Implementing TeamViewer Tensor enabled Radius to enhance their IT assist capabilities across the organisation. The IT Service Desk Analysts each respond to over 50 support requests a day, and over 1,000 requests a week. As it is not possible to address IT issues for all staff on site, TeamViewer Tensor enables the central IT organisation to successfully manage and maintain its IT infrastructure as it continues to expand in size and geographical footprint.

Secure and controlled solutions
TeamViewer offered the right balance of security-first features and functionalities such as SSO for authentication, System for Cross-domain Identity Management (SCIM) provisioning in combination to ease of use, auditability and much more. That helped Radius deliver secure remote support experiences to their employees, customers and key stakeholders in their value chain.

Seamless integration & professional services
TeamViewer Tensor, on the one hand, seamlessly integrates with Radius' ticketing system. On the other hand, Radius leveraged TeamViewer's experts for professional services to come to a perfect initial deployment of Tensor that took the existing IT processes into account.

Expanding possibilities
TeamViewer Tensor is an indispensable part of Radius' IT ecosystem, with use cases ranging from classical IT support scenarios such as internal and customer support to newer, emerging use scenarios in the field that involve telematics, and so on.

Take the next step

To learn more about the TeamViewer solution presented in this article, please contact your TeamViewer sales representative. Visit us at:

www.teamviewer.com/en/teamviewer-tensor

About Radius

Radius, the global mobility and connectivity leader headquartered in Crewe, boasts a global team of 2,500 employees providing market leading products across six core divisions: Radius Fuel Solutions, Telematics, Radius Insurance, Radius Vehicle Solutions, Radius Connect and Radius Chargepoint & Energy. Since 1990 Radius has enabled businesses across the globe to transform the way they operate, driving growth and productivity to create a more successful and sustainable future for all.

Radius' purpose is to help businesses navigate to a sustainable future. They deliver this across the globe with a unique set of solutions, talented team and an expansive network of specialist partners.

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 digitalise 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 on the Frankfurt Stock Exchange and belongs to MDAX.

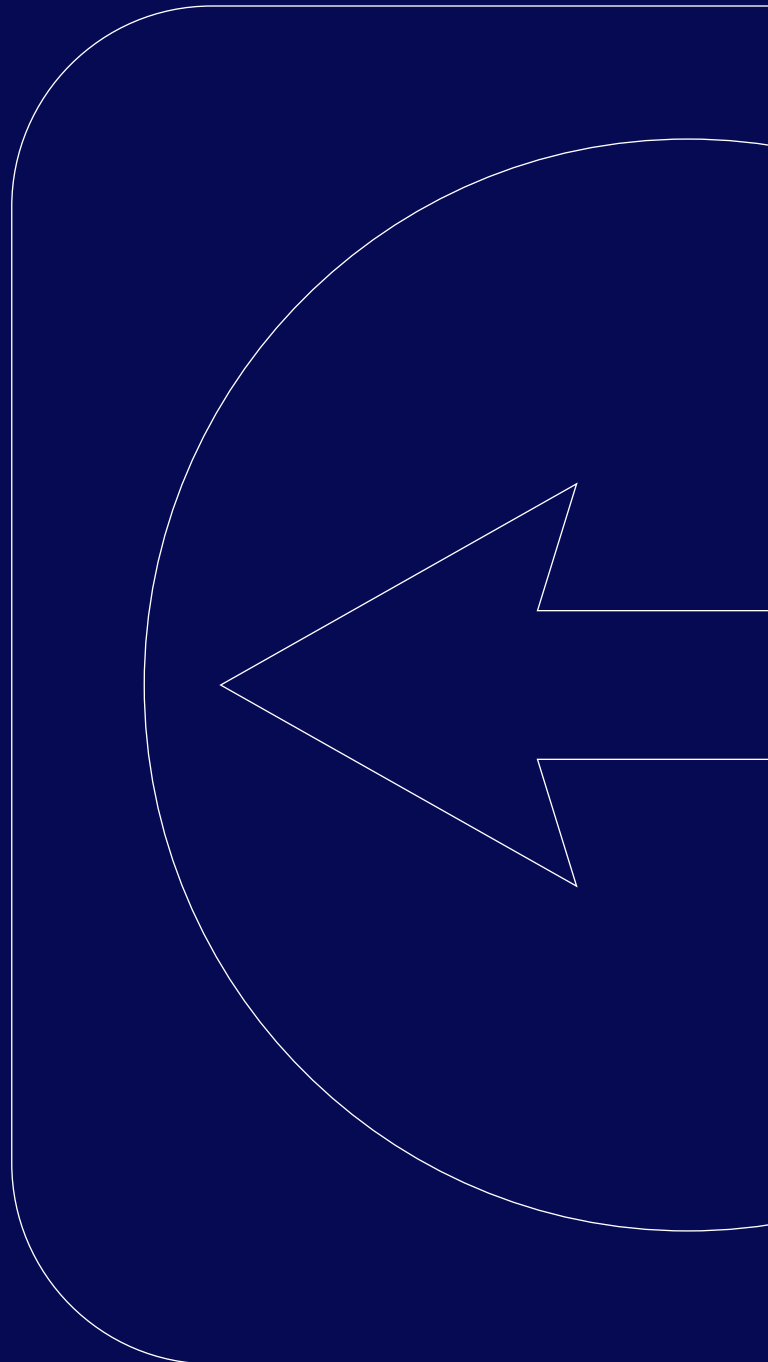## Contact

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