

# Sharp supports remote work with TeamViewer Tensor

# SHARP

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**Electronics company keeps business processes running under pandemic conditions thanks to VPN-independent help desk.**

Headquartered in Osaka, Japan, Sharp operates factories and research facilities in numerous countries. The product range includes LCD displays, interactive whiteboards, multi-function printers, video projectors, air conditioners, microwaves, memory cards, image sensors and solar modules. Sharp's mission is to improve people's quality of life through cutting-edge technologies and the highest standards of innovation, quality, value and design. To achieve this goal, business processes and the underlying IT must function flawlessly - no matter when, no matter where.

Keeping employees and the company productive is the primary goal of IT support in terms of digital employee experience management.



Source: Sharp Europe

### Challenge

With the majority of the workforce working from home as a result of the COVID-19-related lockdown, IT support faced new challenges that the previous software tools could not handle:

- ➔ **Increased need for digital support services due to staff 100% working from home.**
- ➔ **Previous software solution in the service desk was VPN-based, no remote access was possible in case of VPN disturbance.**
- ➔ **With the previous approach, employees partially experienced restrictions of up to several hours or were unable to work at all.**

### Solution

TeamViewer Tensor was Sharp's first choice when it came to adapting its IT support to the new requirements. The decisive factor was the Conditional Access functionality, which allows to define and monitor access rights for the support experts centrally in TeamViewer Tensor.

### Results

With TeamViewer, the enterprise digitized its IT service processes in record time, keeps its business processes up and running during the pandemic, and is well prepared for the time after.

- ➔ **Within 6 weeks, the decision was made and TeamViewer was ready for distribution; after 8 weeks, TeamViewer Tensor was completely rolled out.**
- ➔ **99% of the requests at the service desk can be handled quickly and efficiently resolved remotely, regardless of the status of the VPN connection.**
- ➔ **Improved security: All remote connections are centrally managed and fully controlled.**

## 100% digital workplaces - overnight

Everyone comes across products from Sharp Electronics in their everyday lives, sometimes even without realizing it. Since its founding in 1912, which was accompanied by the invention of the mechanical pencil „Ever-Sharp Pencil,“ the big Japanese company has developed into an international corporation. Michael Schramm, Head of Client Services and Network Communications, is responsible for smooth processes in the important department of IT support at the European subsidiary Sharp Electronics Europe: „As the central IT service unit, we are responsible for ensuring that all 2,500 employees can work trouble-free at their PC workstations in more than 70 branches throughout Europe and on the road at all times.“

Support for hardware or software problems is provided by an external service provider at 1st level, which already solves over 70% of the issues. The 2nd level is provided by the European IT Center in Hamburg, as well as by some colleagues directly at the respective locations. For Michael Schramm, the service approach is crucial: as soon as a ticket is received, it must be solved quickly and sustainably. After all, the better the support, the greater the contribution to productivity and employee satisfaction. In March 2020, however, Schramm and his support team were faced with a new challenge: Due to the Corona pandemic, the company's management decided to move all of the employees' PC workstations to their homes as quickly as possible. The basis is the access via VPN tunnels, which is also used for internal IT support. Employees can dial into the local company network from the remote office via the secure connection and act as if they were in the office.

„Since we have almost 90 percent of our workstations equipped with notebooks, we were better prepared for this situation than some other companies,“ says Schramm. But when all the users started accessing the company network from their remote offices, both the IT and the VPN servers were stretched to their limits. In many companies, the VPN is the central digital lifeline between the office and the home office. As a result, disruptions or outages have a significant impact on productivity and business operations. However, Sharp was able to quickly remedy the situation by expanding its network capacity. However, with the switch to remote workstations, a new issue arose: „If an employee didn't have VPN access, he was stranded in his own home. That's because the VPN, in addition to providing a connection to the corporate network, was also the lifeline for help from our service desk, because our previous support tools for the remote workstations, whether at the home office or in a hotel, were VPN-based,“ says Michael Schramm.

## Connectivity platform for large enterprises

With the start of the lockdown, all employees suddenly had to rely on the VPN, which might not work - and then no support would be possible. Michael Schramm: „It quickly became clear to us that we needed a support option that also worked without VPN. Fortunately, some colleagues had already had very good experiences with TeamViewer.“ So the solution was soon found with TeamViewer Tensor, the connectivity platform especially for large companies.



**Michael Schramm, Head of Client Services and Network Communications at Sharp**

**TeamViewer is just as easy and fast to install as it is to use in practice. This has convinced our service team just as quickly and sustainably as the users.**

## Access rights are centrally defined and monitored

The conditional access functionality available in the enterprise solution was a key criterion in the decision in favor of TeamViewer Tensor. Access rights for the support experts are defined and monitored centrally from Hamburg by the IT and security managers at Sharp using granular roles and rules in TeamViewer Tensor. This ensures that all remote connections are centrally managed and fully controlled.

Once the decision was made, TeamViewer had to be rolled out efficiently to all clients. The remote distribution in the company was done automatically via Microsoft System Center Configuration Manager (SCCM) and Microsoft Endpoint Manager, as well as via the TeamViewer Windows Installer package as part of the Tensor license. The employee clients were equipped with personalized full versions or personalized TeamViewer host modules. This was all done conveniently via the web-based TeamViewer Management Console platform. Thanks to conditional access, the assignment of user roles and rights ran just as smoothly as the security and data protection checks performed by the internal certification departments. Decision-making and preparation took six weeks, and after a further two weeks TeamViewer Tensor was rolled out across the entire company and in productive use.

## VPN-independent remote support

Due to TeamViewer's ease of use, the ServiceDesk was soon working exclusively with TeamViewer. Today, Sharp Service Desk and internal Sharp support colleagues simultaneously manage, support or update numerous Internet-connected devices, wherever they are, from their desks without the need for a VPN connection to the device or high bandwidth.

An example from everyday business at Sharp: A user has mistyped his password during a routine change and can no longer log on to the company network. He contacts a colleague from the service desk by phone. Since the employee's computer can be accessed directly via TeamViewer Tensor without first having to request ID and password, the computer is now searched for in TeamViewer, dialed and the user is asked whether he agrees to receive help from the service desk. Only then does the service desk employee gain secure remote access to the notebook and help the colleague to log on again.

## IT issues solved in minutes

In the past, it was not unusual for employees to have to wait for an appointment with IT support to bring their device in person. Depending on the workload, this sometimes meant that work was suspended for several hours or at least restricted.

„Today, with TeamViewer, it often takes only five minutes on average to solve the employee's problem, partly because colleagues are more flexible thanks to the remote connection and can accept smaller requests at shorter notice," says Michael Schramm. And when productivity is quickly restored, the employee is also satisfied.

## Take the next step

To learn more about the TeamViewer solution presented here, please contact your TeamViewer representative. Visit us at: [www.teamviewer.com/teamviewer-tensor](http://www.teamviewer.com/teamviewer-tensor)



## Step towards entirely digitized business processes

With VPN-independent remote support, Sharp is taking another step towards fully digitized business processes. Other departments in the company also benefit from the strategic use of innovative technologies: In total, Sharp's team has around 50 licenses - including for specialists in storage or networks. If, for example, a switch in a sales office in France can no longer be reached via the network, a specialist from Hamburg calls the office, has an employee on site connect a notebook to the device via a controller cable, and then accesses its interface via the Internet using TeamViewer Tensor, as if he were on site himself.

Here, too, both sides benefit: The end users, because the availability of their end devices increases - and with it their productivity. And the service desk experts, because they can concentrate on solving problems without having to wait until the connection is up. In this way, Sharp achieves its corporate goal not only for its customers, but also for its employees: to improve the quality of life through cutting-edge technologies and the highest standards of innovation, quality, value and design.

## About SHARP Europe

As a company known worldwide for its unique electronics products and solutions, the challenge for Sharp Electronics is to create a balance between work and leisure with products for the office, home and on the move. While Sharp's business solutions can increase productivity and lower costs, Sharp's consumer electronics products offer the best in entertainment, convenience and new perspectives. [www.sharp-cee.com](http://www.sharp-cee.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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