

# Tele2: Creating Competitive Advantage with Short Resolution Times in IT Service Desk

## TELE2

With TeamViewer Tensor, the Swedish telecommunications company maximizes productivity of its service desk

### Initial Situation

Established almost 30 years ago in Stockholm, Sweden, Tele2 is a telecommunications company that enables mobile and fixed connectivity, telephony, data network services, TV, streaming and global IoT solutions for millions of customers. Tele2 operates across Sweden, Latvia, Estonia, and Lithuania with 4,500 members of staff and around 9.3 million subscribers to their services. Delivering both B2B and B2C, Tele2 runs a broadband service as well as their telephone services.

### TeamViewer Tensor Solution

Tele2 has been using [TeamViewer's remote support platform](#) for five years now. TeamViewer Tensor is used every day in their operations as part of their de-centralised business model. The enterprise connectivity platform was the right choice for the growing telecommunications company because of the high-performance standards and its reliability which was the selling factor.

### Business Challenge

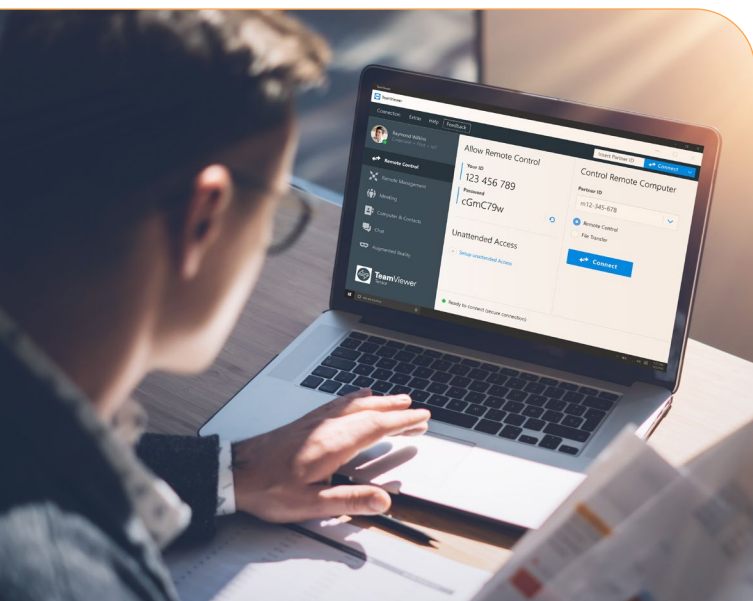
Tele2 needed support for their service desk, which operates out in Chennai, India. Prior to outsourcing its service desk in India, the organisation relied on local helpdesks and presence in local offices which was time consuming and less efficient. The cumbersome processes were having a negative impact on the productivity of the IT department, which after all needs to be able to respond quickly to IT problems. Finding a new powerful remote support platform for streamlined IT support processes was critical to the organisation successfully outsourcing its service desk. There are 26 agents operating the service desk to support both consumers and businesses with their telecommunications needs, all currently from home, remotely working.

#### Key challenges included:

- ➔ Provide instant trouble management for consumers and businesses
- ➔ Straightforward troubleshooting across multiple devices and operating systems
- ➔ Ensure a positive end-user experience for consumers and businesses with Tele2's reliable service desk

” This wouldn't really have been possible without having TeamViewer.”

Zane Ikauniece, Software Asset Manager, Tele2



## Day-To-Day Support

Recently, a Tele2 employee called one of the on-site technicians explaining their need for a new computer because their old one had completely broken. However, this employee had been put on some heart medication, meaning they weren't able to travel or leave their home to sort out the new computer. This is where TeamViewer's remote support product came into its own. Tele2 were able to send the employee a new computer and then use TeamViewer to remotely set it up and transfer everything from the old device to the new one. The employee could get back to work in half a day, without having to leave their home and risk their health. Zane Ikauniece, Software Asset Manager at Tele2 said "this wouldn't really have been possible without having TeamViewer".

## Centralising a Decentralised Organisation

[TeamViewer Tensor](#) has helped centralise the decentralised structure of the global operations of Tele2. TeamViewer has integrated the support structure of Tele2 by connecting service desk workers in India to customers based in Europe, saving time and improving the organisation's customer service. This came into its own with the COVID-19 pandemic. Tele2 was already using TeamViewer and their remote connectivity services prior to the pandemic. This meant that they were well prepared to adapt to working their operations remotely, whilst providing efficient and high-quality services.

## Results



### Quick and Reliable Remote Support

For the service desk, TeamViewer's connectivity suite enables the team to screen guide their customers into solving any technical issue, without the need for any physical support, making the service desk quick and reliable.



### Increased Efficiency and Productivity

Tele2 found increases in productivity and an improved First call resolution (FCR) rate with a support platform that offers a high level of visibility and is easy to use.



### Improved Customer Satisfaction

The customer experience has been improved with the introduction of a remote service desk because end users are able to have their issues solved anywhere and at any time. This makes a huge difference in timesaving.

## About Tele2

Tele2's purpose is to enable a society of unlimited possibilities. Ever since Tele2 was founded in 1993, they have continued to challenge prevailing norms and dusty monopolies. Today their networks enable mobile and fixed connectivity, telephony, data network services, TV, streaming and global IoT solutions for millions of customers. They drive growth through customer satisfaction and smart combined offerings. Tele2 has been listed on Nasdaq Stockholm since 1996. In 2021, Tele2 generated revenue of SEK 27 billion and reported an underlying EBITDAaL of SEK 10 billion. For more information, please visit: [www.tele2.com](http://www.tele2.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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