

## Clariant finds formula for successful remote control

Submitted by: Omarketing Limited

Thursday, 6 December 2001

---

Tamworth, Staffs - 6th December 2001 - International chemical company Clariant has implemented a 10,000-user license of Vector Networks NetSupport PC-Duo globally to allow support staff to provide remote control diagnostics and fault resolution to thousands of users worldwide.

After initial product trials in Europe, Clariant is currently implementing PC-Duo on a global basis. PC-Duo has beaten several short-listed remote control products.

At one of three divisional help desks in the US, Judy Adams, Manager of End User Services NAFTA (North American Free Trade Area) region IT Infrastructure Group, Clariant says:

"PC-Duo is proving to be a very productive and useful tool for my help desk team. It allows us to interactively fix most user problems without having to leave the office, thereby increasing our productivity and level of efficiency. In a help desk environment, it is critical that we provide the best service that we can in a very timely manner and PC-Duo allows us to do just that".

PC-Duo has also proved an invaluable aid to help desk staff when new applications are rolled out, ensuring that the help desk continues to meet stringent service level agreements.

Rajesh Chavan, Services Manager, Clariant Call Centre in Europe (CCE) concludes, "By using PC-Duo to access users' PC's remotely, 25% of calls related to common desktop applications, for example MS Office, are resolved by first level support staff at the Clariant call centre."

(ends)

++ INTERVIEWS AND PHOTOGRAPHY AVAILABLE UPON REQUEST ++

### ABOUT CLARIANT

Clariant is a leading global speciality chemicals company with more than 30,000 employees and annual sales of more than 10 billion Swiss Francs. The young company has grown out of the Sandoz Chemicals division, which was floated on the stock market as a spin-off in the summer of 1995, and the Hoechst speciality chemicals businesses, integrated in the summer of 1997. Through the acquisition of the British fine chemicals producer BTP in early 2000 Clariant became a leading manufacturer of intermediates and active ingredients for the pharmaceutical and agrochemical industry. Clariant operates worldwide with

more than 100 Group companies in five continents. It is domiciled and headquartered in Muttenz near Basel/Switzerland.

#### ABOUT NETSUPPORT PC-DUO

NetSupport PC-Duo is a corporate PC remote control product providing dramatic savings in the Cost of PC Ownership. It provides quick, reliable and secure access to NT servers and PCs running all flavours of Windows across LANs, WANs and VPNs as well as dial-up connections.

PC-Duo is also available bundled with Vector Networks' PC audit and software distribution product LANutil Suite under the LANutil Elite brand name. This combination provides help desk, system administration and support staff with a shared easy-to-use relational database with highly detailed information on desktop hardware and software configurations, and the capability to roll out regular updates to desktop applications. One-click provides access to PC-Duo's remote control capabilities.

The products are available for download from the Vector Networks web site at <http://www.vector-networks.com> or by calling Vector Networks on +44 (0)1827 67333.

#### ABOUT VECTOR NETWORKS

UK based Vector Networks specialises in developing Windows NT / 2000 based products for desktop management. They service approximately 5000 customers in over 20 countries with software installed in nearly 2 million PCs.

Further information on Vector Networks is available on the Vector Networks web site at <http://www.vector-networks.com>

All trademarks are the property of their respective holders.

For more information, please contact:

Rose Ross  
Omarketing  
Tel: +44(0)20 8255 5225  
E-mail: [rose@omarketing.co.uk](mailto:rose@omarketing.co.uk)

Phil Robinson  
Vector Networks  
Tel: +44(0)1827 67333  
E-mail: [probinson@vector-networks.co.uk](mailto:probinson@vector-networks.co.uk)