

Avanquest remote support dramatically improves service, cuts costs and carbon footprint

Submitted by: Alison Hall PR

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The credit crunch is biting businesses hard, but they still have goals - to cut overheads, maintain services and reduce their carbon footprint. Avanquest (<http://www.avanquest-solutions.co.uk/netviewer>) has implemented systems which prove that these goals are all achievable.

They are already helping businesses meet these challenges - providing eco-friendly technology (<http://www.avanquest-solutions.co.uk/netviewer>) to streamline business processes and help reduce waste (Barnsley Metropolitan Borough Council have been able to eliminate 50 fax machines from their offices following an electronic processing solution from Avanquest and Xerox).

Taking these challenges a step further - using one of the 'green' technologies they sell to streamline their own business processes, Avanquest is improving service levels and cutting costs for their corporate clients.

For a business with thousands of external clients to support, Avanquest needs to consistently provide services to meet Service Level Agreements (SLAs). Netviewer Desktop sharing and collaboration software helps the support team hit the toughest SLA targets. Within a minute of a call reaching the helpdesk, Avanquest can be connected to the client system and troubleshooting the incident.

"The speed with which this process can be implemented means that for our clients, particularly those using business critical systems, high severity incidents can be dealt with immediately by a team of solution experts to ensure the minimum downtime and within service level deadlines", said David Boothroyd, Client Services Manager, Avanquest Solutions.

Aside from the speed of incident response, clients also experience significant cost savings.

A typical onsite visit would take a day and cost an organisation in excess of £1,000. A Netviewer session is covered within the standard support contract, attracting no extra cost.

"Although the bulk of incidents can be dealt with remotely using Netviewer, sometimes the only way to sort a problem is with a site visit, but we are encouraging our customers to reduce their overhead and also their carbon footprint with a Netviewer session in the first instance" said David Boothroyd.

He goes on to say "Outside of incident management, Avanquest also makes use of Netviewer for clients using our outsourced services. Netviewer's remote management tools mean that we can provide the kind of day-to-day system administration that was once only feasible through in-house teams. Again, the reductions in overhead and carbon footprint are clear and measurable."

Avanquest launched Netviewer in the UK in 2004 and have implemented the software in all departments within their organisation. In that time, it has proved and continues to be key to Avanquest reaching targets in services and environmental targets.

A Netviewer license can cost as little as £50 a month.

For more information visit www.avanquest-solutions.co.uk/netviewer

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