GoTo

kapsch >>>
challenging limits

Kapsch

"Rescue from GoTo is a simple, transparent and cost-effective solution which has generated a lot of positive feedback from our users. In addition, we have been able to reduce our connection times to a third. We are satisfied with the solution in every respect."

Mario Cenc
IT Architect of the Kapsch Group CIO Office

The Kapsch Group is one of the leading technology companies in Austria with around 5,500 employees around the world. Kapsch TrafficCom provides solutions for Intelligent Mobility; Kapsch CarrierCom is a global partner for Telco-Carrier and a communications provider as well as a railway operator, and Kapsch BusinessCom supports companies with tailored ICT solutions. **Kapsch.net**

The Challenge

In the past, when a remote worker sent requests to the Service Desk, e.g. when the issue concerned problem handling with clients that were located outside of the corporate network, a remote connection such as a VPN had to be used. Establishing a secure connection was time-consuming and often unstable, which resulted in considerable negative impact on the performance and delayed the processing of requests. The use of Rescue from GoTo accelerated the processes, which meant that there was now more time for solving the actual problem. In addition, the new system allows logging and forwarding of requests.

The Solution

Rescue is used in the Kapsch Group as a communication tool between the Service Desk and the end user. The new solution does away with the time-intensive logging in to the corporate network – the Service Desk can now easily provide Remote-Support via client remote control. In contrast to the previous solution, Rescue also supports dividing into different support levels: The requests routinely come in on Level 1; if they cannot be resolved here, the request, along with the open session, can be passed on to Level 2 without any loss of information. The built-in logging also provides a history of all transacted Remote Support Sessions. The integrated Calling Card, which is installed as an applet on the end user's computer ensures accelerated connections.

The Result

As a simple, transparent and fast solution, Rescue has reduced the time needed to establish the connection with the Service Desk by 2/3, to less than a minute. The Calling Card also ensures that a connection is quickly established, so that the Service Desk agent can quickly begin troubleshooting the affected client computer. The tool can easily be used without a lot of training and costs, or the installation of additional software, and thus ensures not only the end user's satisfaction, but also fast and efficient problem-solving.

Would you like to learn more about Rescue? Visit us at www.goto.com for more information or call us on 0800 181 3333.

Read more

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