

"The bottom line with I'm InTouch is that we have been able to save time and money while providing a better level of training and service for our customers."

- Jane Giggal, President

The Challenge

- Reduce phone and travel costs, yet maintain outstanding levels of customer support
- Increase employee productivity

The Solution

- I'm InTouch – Corporate Server Edition

The Results

- Increased customer satisfaction and lower operations costs
- Positive customer reaction to I'm InTouch and the capability of Oneir staff to provide remote online training and technical support by connecting securely to a customer's working system
- Improved sales as a result of having the capability to invite prospects to connect to working Oneir demonstration systems by simply using their PC's web browser
- Increased employee mobility and ensuing productivity

Leading Business Software Solutions Provider Reduces Customer Response Times and Travel Costs with the Implementation of I'm InTouch Remote Access System

Oneir Solutions

Oneir Solutions, located in Toronto Canada, provides integrated business solutions such as Point of Sale, Order Taking & Invoicing, Customer Relationship Management, Inventory Control, Purchasing, Material Requirements Planning and Accounting software to multi location small and mid range enterprises (SME's) primarily across North America. "Our commitment to our customers is to provide service and support which is unparalleled by any other software provider," says Jane Giggal, Oneir Solutions' President.

The Challenge

Before the introduction of I'm InTouch – Corporate Server Edition, Oneir found that the costs associated with sales calls and post sales support were rising quickly and were having a negative impact on their bottom line. Although vital to the ongoing success of Oneir's business, these were time consuming activities, and resulted in unproductive employee travel time. "We needed something that would allow us to reduce our expenses drastically, without lessening the quality of our service," says Giggal. She recalls, "Historically, we would have to fly all over North America carrying laptops and presentation materials and when it came to customer training we were sometimes looking at multiple trips." As well, phone based technical support was proving to be time consuming and cumbersome since not all customers were technically inclined.

Implementing I'm InTouch – Corporate Server Edition

"We had started reviewing our options as to how we could improve the situation. We were testing other remote access solutions when I received a call from one of I'm InTouch's sales managers," Giggal reminisces. "After a quick online demonstration and an exploration of I'm InTouch's functionalities, we were confident that I'm InTouch was the solution we required. We particularly liked the low cost of this complete solution and how I'm InTouch would allow us to change the way we delivered customer service and support across the organization. Now we rely heavily on I'm InTouch – Corporate Server Edition to reach both our current and potential customers. It has allowed us to virtually eliminate the travel costs associated with providing demonstrations and training to our customers and has increased employee productivity significantly," says Giggal. "We have experienced improvements starting at the sales cycle, following through to exceptional post sales customer support and service."

As well, it was important that the new system and its technology architecture would not require Oneir and its customers to make changes to their existing network or security policy. Since I'm InTouch does not require the re-configuration of customers firewalls, Oneir employees can remotely reach their customers' PCs to provide technical support without asking the customer to re-configure their network.

Key Benefits

Secure Architecture

I'm InTouch – Corporate Server Edition installs within the DMZ and does not require any changes to existing firewall settings. It uses 128-bit SSL to provide encrypted access to business resources. Access is restricted through stringent authentication policy.

Easy to Implement

Administrator tools simplify the installation of I'm InTouch and the creation of users. PCs that need to be remotely accessed (on or off the network) are authorized on the system by the administrator and run I'm InTouch software to communicate with the central gateway server.

Flexible Remote Access Increases Employee Productivity

Employees can complete work at anytime, from anywhere, by logging into their PC from any browser.

Guest Access to PC

I'm InTouch can be used to invite up to 10 guests to a PC to run online presentations or demos. This helps sales persons who need to do quick online presentations to potential customers.

Flexible Helpdesk Solution

Using screen-sharing technology, I'm InTouch presents customers' PCs and all business applications running on it to technical support staff.

Delivering Sales Presentations Over the Internet Shortens Sales Cycle and Reduces Costs

"I'm InTouch has become a very important business tool for us and allows us to run a global operation without traveling around the world," says Jon Mainwaring, Oneir's Vice-President. "As an example, a prospective customer recently called us from Australia about one of our P.O.S. systems. Of course, we couldn't justify flying out there to make a sales call. Instead we utilized the remote access ability of I'm InTouch to invite the customer to review our POS solution in real time. The customer simply used the Internet browser on his PC and was able to remotely log into one of our operational systems here in Toronto. We were able to instantly give him a demonstration of our working solution, with which he was very impressed. We got the sale. We then used I'm InTouch to help him install his new system, and trained him thoroughly on how to use it, all without meeting him, just using the phone and remote access capabilities of I'm InTouch," he says.

Mainwaring also references how I'm InTouch remote access helps Oneir better support their resellers and give them the assistance they require at any time. "A reseller called us from Kingston to see if we could support him in responding to a query from a potential customer. We asked him to bring the customer into his office where he had one of our solutions running. We remotely logged into the system at his premises using I'm InTouch and showed the customer what he needed to know. The customer signed up on the spot," continues Mainwaring.

Remote Training Improves Customer Satisfaction

By using I'm InTouch to conduct remote training, Oneir finds that their customers utilize their new Oneir solution faster and with increased satisfaction. "Customer satisfaction with our business software has increased significantly, as we are now training customers how to use their new solution at their pace. We can ensure that they know each feature of our solution before moving on," Mainwaring says. "This might mean us providing several short remote training sessions, but customers retain the information better. The problem with conventional training was that it generally took a few consecutive days and by the time you reached day three, the customer had forgotten day one. Now we just provide training as they require it. Our travel costs have declined dramatically and our employees enjoy increased productivity as a result of less travel time."

Business Continuity with Remote Access to Business Tools from Anywhere

When the need for travel does arise, I'm InTouch provides a method for Oneir employees away from the office to easily and securely stay connected to the corporate tools they require to conduct business and assist clients. Any PC or server connected to the I'm InTouch system is accessible from any PC connected to the Internet. This means business files and programs located on an employees PC at the Toronto office can be accessed from a customer premise or hotel business center. As well, with I'm InTouch enabling software installed on customer PCs running Oneir business software, Oneir employees can remotely troubleshoot and access customer PCs when required to provide necessary assistance, regardless of where they are.

The Bottom Line

"The bottom line with I'm InTouch - Corporate Server Edition is that we have been able to save time and money while providing a better level of training and service for our customers," says Giggal. "I'm InTouch has become a very important business tool for us."

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