



The HUMMEL Holding AG is the central IT service provider for the Hummel Group, which consists of Hummel AG, Anton Hummel Verwaltungs-GmbH and all foreign-based subsidiaries. The HUMMEL AG focuses primarily on three production segments consisting of electronic components, HVAC equipment, and customer-specific systems. It employs around 500 people at locations in Europe, South America and Asia. Headquartered in Denzlingen, Germany, near Freiburg, in 2015 Hummel generated sales of 66 million euros.

For more information visit: www.hummel.com.

Challenges

- ✓ Retire the existing, inadequate remote maintenance software
- ✓ Roll out the new solution on 350 computers in Germany and abroad
- ✓ Implement a central management system for remote sessions



Solution

With TeamViewer, the Hummel Holding AG supports staff members in Germany and abroad. The solution has allowed the company to cut the time spent per support case by around 20 percent. The TeamViewer Management Console serves as the central management tool.

Top-class IT support and lean processes

HUMMEL Holding AG cuts time spent per support case by 20 percent with TeamViewer

When computer problems strike, the 500 worldwide employees of the HUMMEL AG rely on fast, competent technical support in order to serve a wide variety of highly demanding industrial customers. The company specializes in high-quality precision parts for electrical, metal and plastic technology as well as heating fixtures and electronics. In addition to European locales such as Germany, the UK, France and Russia, the company also operates sites in Asia and South America.

The complexity of the company is reflected in the wide variety of tasks performed by HUMMEL Holding, the central IT service provider for the HUMMEL Group, which serves staff members in all IT-related matters at locations in Germany and abroad. Before switching to TeamViewer, the IT team relied on a VNC-based software for remote access:

“We had increasing problems with the solution. It couldn’t correctly display certain content, windows or buttons on remote PCs, which made providing support difficult. Also, managing all the different connection partners was laborious and confusing without a central management solution. That cost us additional time,” explains Hanspeter Maier, System Administration Team Leader at HUMMEL Holding.

The company thus began looking for an alternative. Based on past experience, the top priority was being able to correctly display the screen contents of remote computers.

“TeamViewer offered the necessary functionality of accurately displaying individual operating systems, even those with unusual features,” says Maier.

“Another plus was the adjustability of the TeamViewer Host and QuickSupport modules, which are installed on every serviced machine.”

To roll out TeamViewer Host - a system service that allows secure 24/7 access to remote systems - on the over 350 computers in the company, the HUMMEL Holding used a self-written batch script. In addition to registry entry installation, the correct settings for the corresponding operating system were automatically configured, along with a few custom adjustments.



For example, due to internal compliance and security requirements within HUMMEL, it is very important that serviced users not be able to terminate remote maintenance during

a support session. In addition, access to the software settings is restricted to users with administrator rights and a password, and remote maintenance can only take place in the internal network.

In use across departments and countries

Today, TeamViewer is used across all the different departments and countries of HUMMEL for IT support. In the international subsidiaries of Hummel, the ability to connect local computers to the corporate network is a key factor.

From its base in Denzlingen, on the edge of Germany's Black Forest, the IT team supports colleagues in Europe, Asia and South America, be it with setting up VPN access or connecting to the HUMMEL ERP

system. They also service the laptops of sales reps who rely on fast support when they're out meeting customers.

Time spent reduced by 20 percent

With TeamViewer, HUMMEL benefits from enormous time savings in all use cases. The TeamViewer Host module lets the IT team connect to a remote computer within seconds with no user action required. Serviced computers and connection partners are managed centrally via the TeamViewer Management Console.

“With TeamViewer, we've been able to streamline our IT processes significantly.”

Hanspeter Maier, System Administration Team Leader at HUMMEL

“With TeamViewer, we've been able to streamline our IT processes significantly and cut the time spent per support case by an average of 20 percent. That also means that our employees are happier, because they get help with their IT problems faster,” adds Maier.

TeamViewer Inc.

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication, collaboration and remote monitoring of IT systems. Available in over 30 languages and with more than 200 million users worldwide, TeamViewer is one of the world's most popular providers of remote control and online meeting software.

For more information, please visit: www.teamviewer.com

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Las Americas Headquarter
3001 North Rocky Point Drive East, Suite 200
Tampa, FL 33607, USA