

Case Study - Toshiba TEC Nordic AB



BeamYourScreen -
It just saves money

TOSHIBA

Leading Innovation >>>

Toshiba Tec is one of the world's leading producers of products for document handling. It was founded in 1950 and today has revenue of 2.8 billion Euros and employs 13300 people. Over 25 million people use Toshiba copiers and 106 billion copies are done each year.

“We use BeamYourScreen up to 10 times a day and it saves us a minimum of 100€ each time!”

Lasse Szabo

Product Specialist - Sales/Support
Toshiba TEC Nordic AB

The Challenge

Toshiba has a wide variety of copiers, printers and scanners. Due to the vast number of machines in the market there are frequently customer support cases entailing the change of PC settings. The support staff of Toshiba had to travel onsite to solve complex issues. Lasse Szabo, Product Specialist of Sales and Support was looking for an alternative. *“We wanted to avoid extensive traveling and offer more professional and quicker support for customers that are further away.”*

The Solution

The nature of the support made BeamYourScreen an ideal solution by allowing the support representatives to easily see the various PC settings of the customer. *“With BeamYourScreen we are able to solve problems immediately, it enables us to install new software on the customers' PCs and servers and adjust MFP utilities.”* BeamYourScreen also allows the ability to train clients at the same time as giving support.

The Conclusion

The amount of time and money BeamYourScreen saves Toshiba TEC speaks volumes. *“We use BeamYourScreen up to 10 times a day and it saves us a minimum of 100€ each time! The most successful story saved our company 1500€ in expenses and 18 hours of traveling time. Since traveling to customers by car takes a lot of time, and there is often a need for traveling by plane, the use of this kind of tool is priceless.”*

About BeamYourScreen - BeamYourScreen is a provider of innovative web collaboration solutions for small and medium sized enterprises. The product range comprises solutions for online meetings, online presentations, and remote support. Users especially benefit from significantly reduced travel time and travel expenses. At present, more than 2,000 companies in 40 countries worldwide use the BeamYourScreen technology. The BeamYourScreen software is a desktop sharing software program. It significantly improves everyday communication and is very easy to use. There is no need to upload any content prior to a meeting and sessions start with only two clicks.