



FastViewer Use Cases

# Applications of FastViewer in Business Companies

**fastviewer**  
powered by Matrix42

# Introduction

All FastViewer connections are made - thanks to the highest possible 256-bit AES end-to-end encryption - via communication channels with dual security.

In all the following examples, autonomous FastViewer server solutions are used in each case. The highest level of security and complete independence are thus guaranteed.



*Online-Meetings and Remote Support.  
Easy & secure.*



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# Mobile Applications – Use Case #1

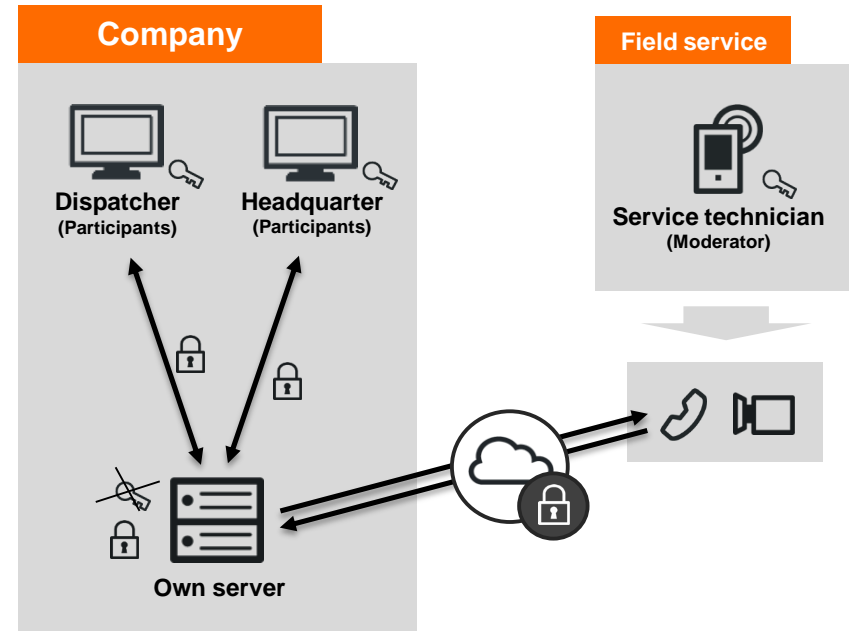
## FastViewer in technical field service

### Challenge

Reactive and preventive inspection and maintenance contribute significantly to the increase in customer satisfaction and ensure the sustainability of investments. Accessibility, direct communication and exchange of data provides service teams and Dispatcher major challenges.

### Solution

FastViewer supports field service teams in their daily work on site. Regular inspections can be carried out via a web session in real time. The record function allows a complete documentation, the data can be stored centrally later.



# Internal Support – Use Case #2

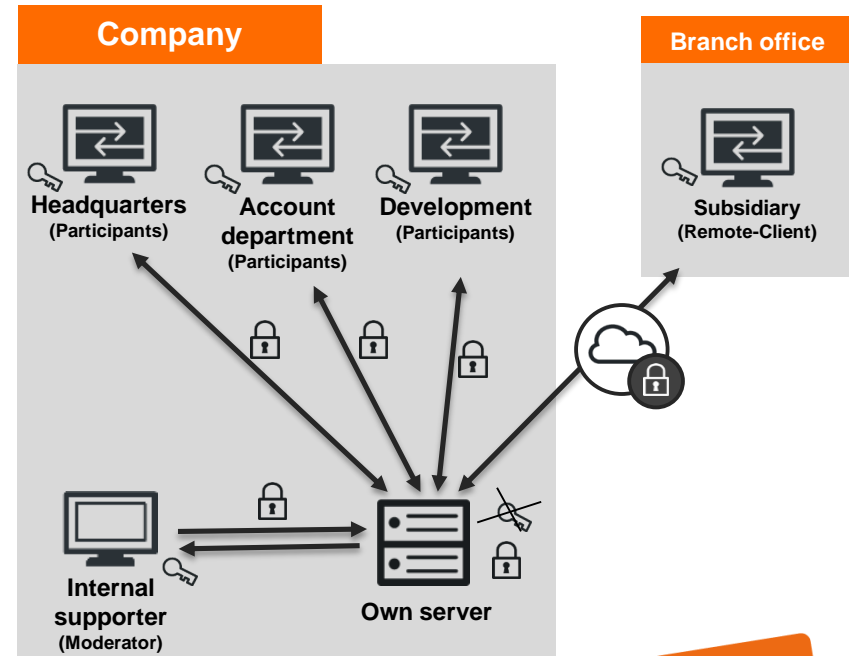
## FastViewer as an „extended arm“ for internal IT

### Challenge

The IT infrastructure of companies is very complex nowadays. Keeping the systems of remote sites up to date frequently require trips from technicians to these sites. Quick help with technical problems is thus also difficult to provide. In addition, no human resources are usually available for cost reasons.

### Solution

With FastViewer, every workplace is just a mouse click away - regardless of where it is located. Scheduled updates or upgrades can be performed centrally through the IT department even if no one is present at the PC. This saves time and costs. The data exchange for this occurs exclusively via double-encrypted communication channels.



# External Support – Use Case #3

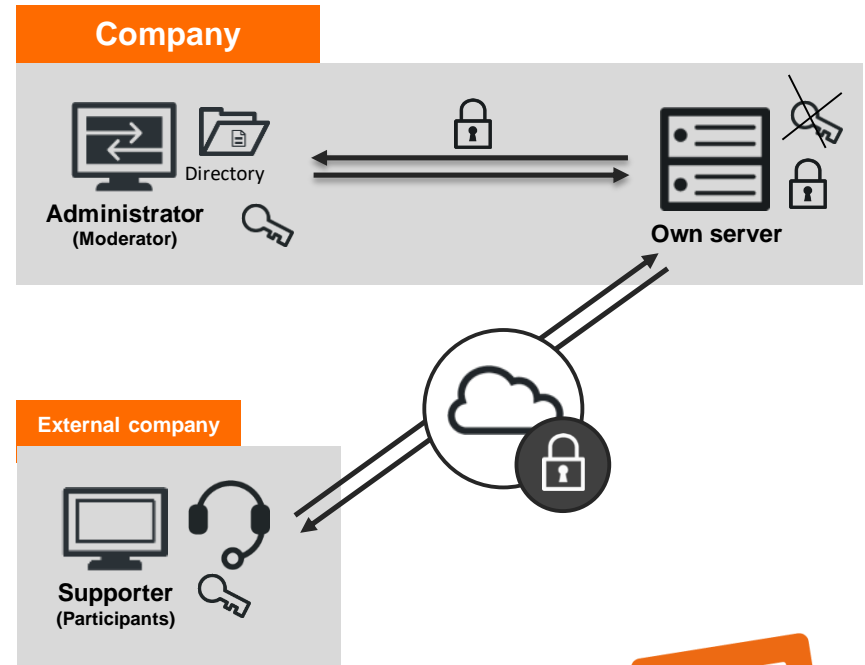
## FastViewer as an interface to external companies

### Challenge

In the case of a support incident or a software update, the support staff of the respective manufacturers need to grant access to local directories of the company. For reasons of data security, it must be ensured that the used connections are secure and cannot be viewed by third parties.

### Solution

Through specially configured modules for starting support sessions, employees can allow external companies to access the appropriate directories when required. The connection log can be used to transparently track when the connection occurred and how long it lasted. In addition, the recording function also provides tamper-proof evidence of the work performed.



# Customer-focused Administration – Use Case #4

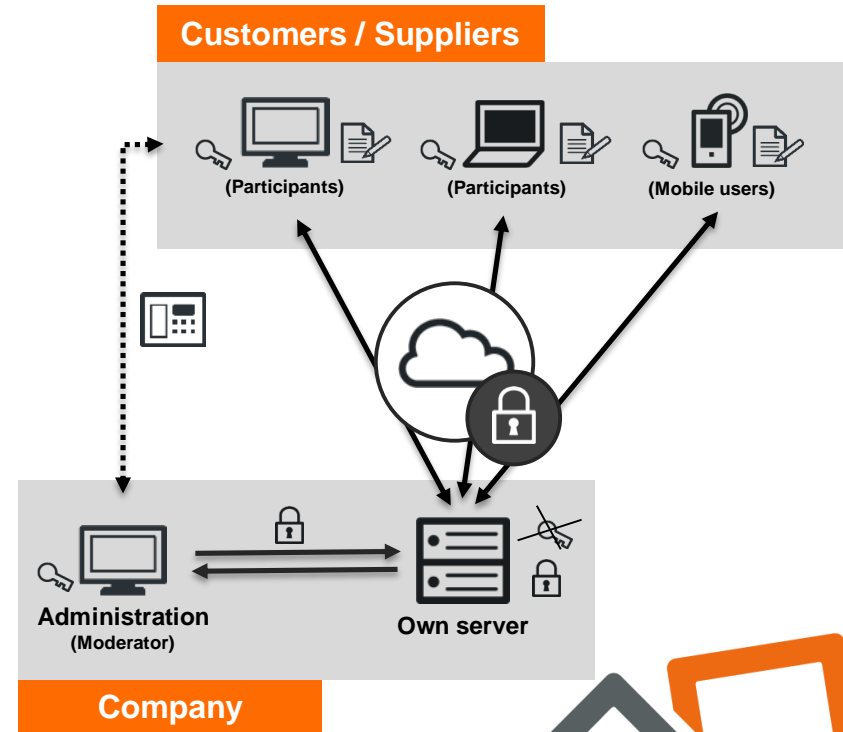
## FastViewer as an interface to customers and suppliers

### Challenge

The effort and time spent on managing companies is constantly increasing, but at the same time with fewer resources. The existing staff must be able to work efficiently. Communication between companies and customers or suppliers is often difficult, partially due to the distances involved.

### Solution

With FastViewer, contact can be established at the push of a button to clarify open questions about products with suppliers, to support customers during online order or to consult with forwarding agencies. And this can be done regardless of the time and place. The available resources can thus be optimally used, thus enabling greater efficiency and shorter processing times.



# Time and Cost Savings – Use Case #5

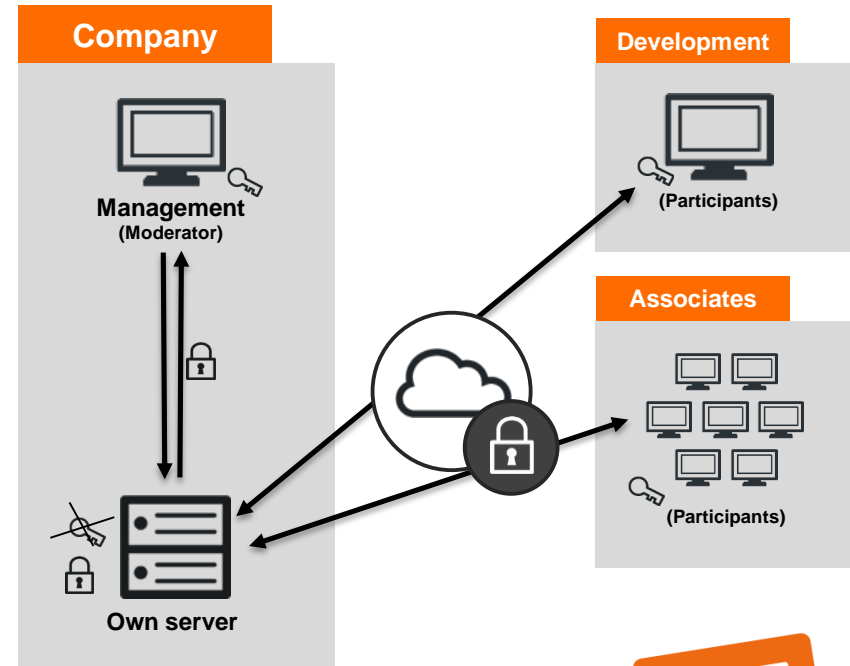
## FastViewer as a virtual conference room

### Challenge

Companies are progressing steadily due to rapid advances on several fronts. Discussions and meetings to facilitate the exchange of innovation are usually associated with long travel times for the participants. Flights and hotel accommodation have to be booked, and meeting rooms must be made available. The financial expenditure for this is no longer practicable or justifiable.

### Solution

With FastViewer, the exchange of communication can occur across geographical boundaries at any time and from virtually anywhere. Planned product presentations by the development can be initiated by the moderator after starting a session by simply changing the viewing direction. The file storage enables documents to be easily exchanged, and the whiteboard function supports interactive cooperation among all the participants.





# Emergency Response Services – Use Case #6

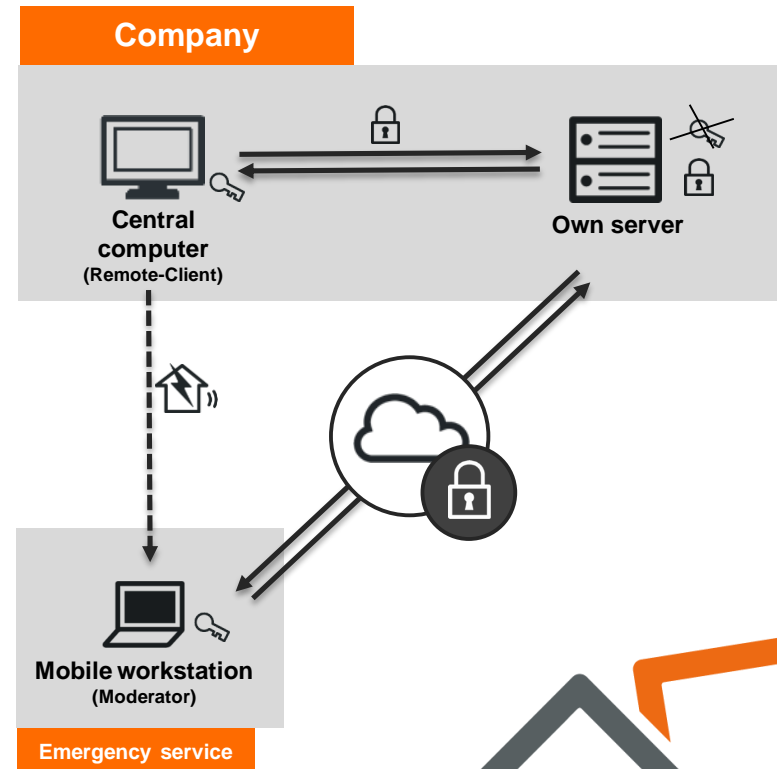
## FastViewer for monitoring of unmanned computers

### Challenge

In global acting companies, the systems are supervised by monitoring software around the clock. To be able to act if needed, technicians must have 24-hour access to the systems. At night, a skeleton crew is required on site for this purpose.

### Solution

With FastViewer Secure Advisor, even unmanned computers can be accessed via a preinstalled service in order to intervene directly in the event of an emergency. The skeleton crew at night just needs to be available on call (emergency service) should the monitoring software sound the alarm.



# References

The following companies are already working successfully with FastViewer



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# Further Fields of Application

Here's how you can also use FastViewer

## Internal IT

- Server monitoring
- Update and rollout of software
- Helpdesk
- Remote access

## Board of Directors

- Process optimizations
- Budget meetings
- Web conferencing
- Project management

## Purchasing

- Coordination with departments
- Internal / external meetings
- Clarification of tenders
- Presentations

## Departments

- Staff training
- Remote support for customers
- Departmental meetings
- Training



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Did we miss an example  
from your company?

Contact us!

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