



FastViewer Use Cases – Industry

Applications of FastViewer in Trade & Industry Area

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 safety and complete independence are thus guaranteed.



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



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Mobile Applications – Use Case #1

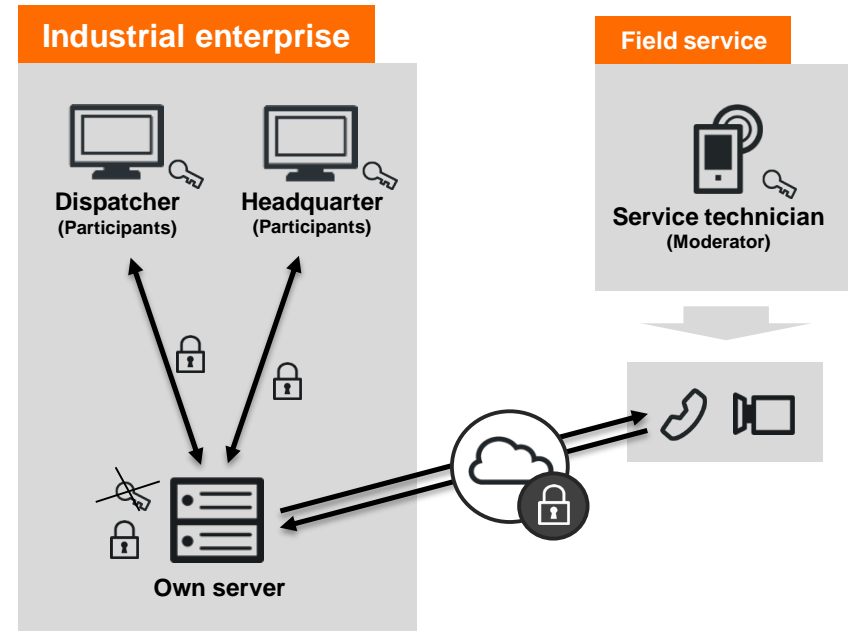
FastViewer in technical field service

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

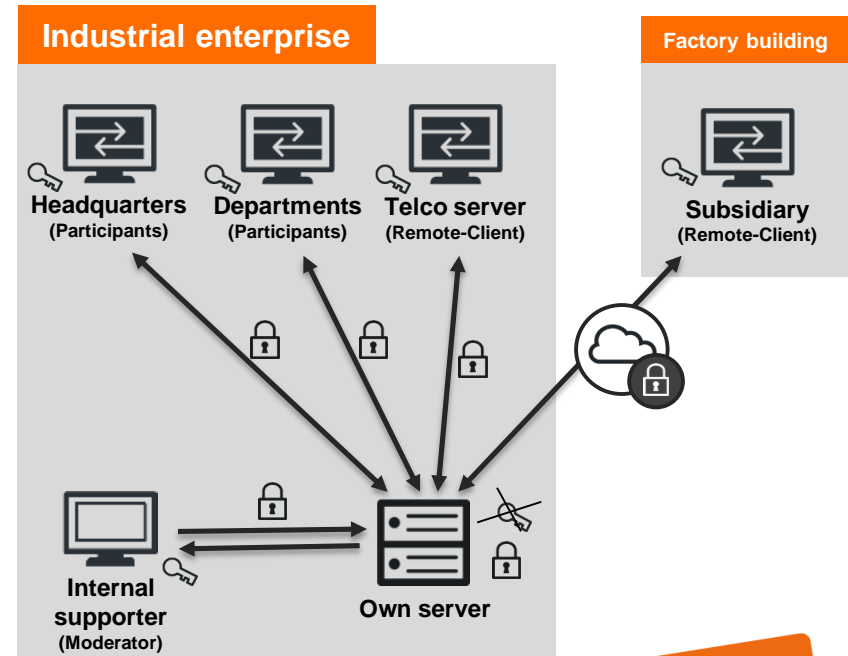
FastViewer as an „extended arm“ for internal IT

Challenge

The IT infrastructure of industrial enterprises 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

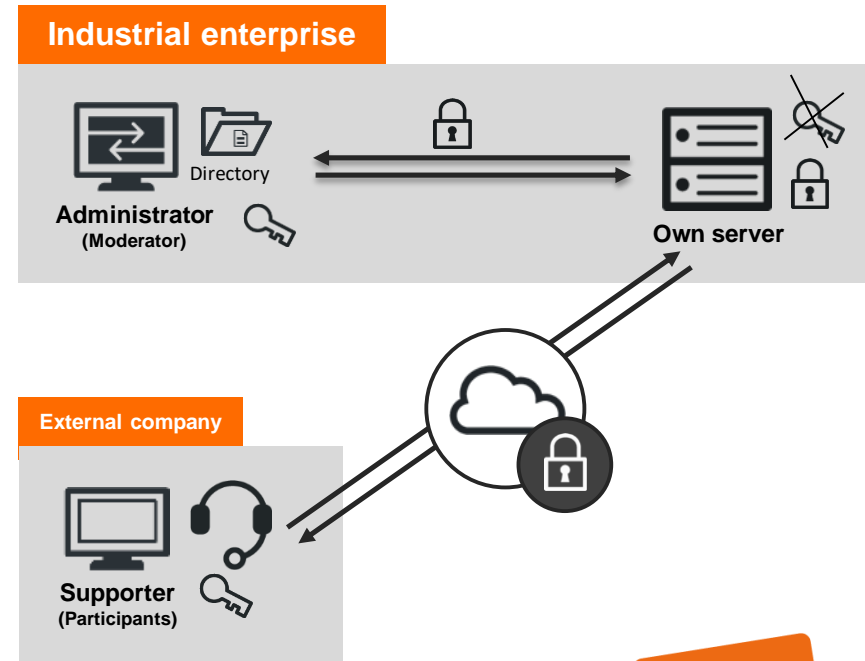
FastViewer as an interface to external companies

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 industrial enterprise. 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.



The Smart Client Advisor – Use Case #4

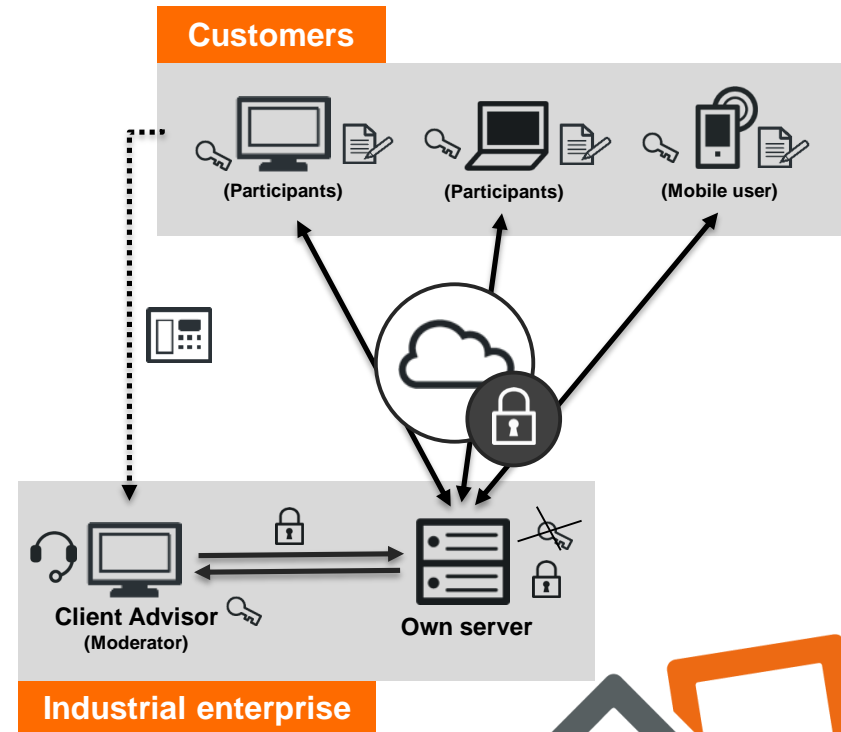
FastViewer as a platform for customer support

Challenge

Digitized customers prefer the use of online services outside the opening times from their mobile devices to save time, money and effort. At the same time, it is in the financial interest of the company to provide the service via digital media.

Solution

Digitally savvy customers can contact authorities at the touch of a button to obtain assistance in filling out forms or to consult with them about financing possibilities. And this can be done regardless of the time and place. This allows better & faster service, which contributes to the increase in customer satisfaction.



Time and Cost Savings – Use Case #5

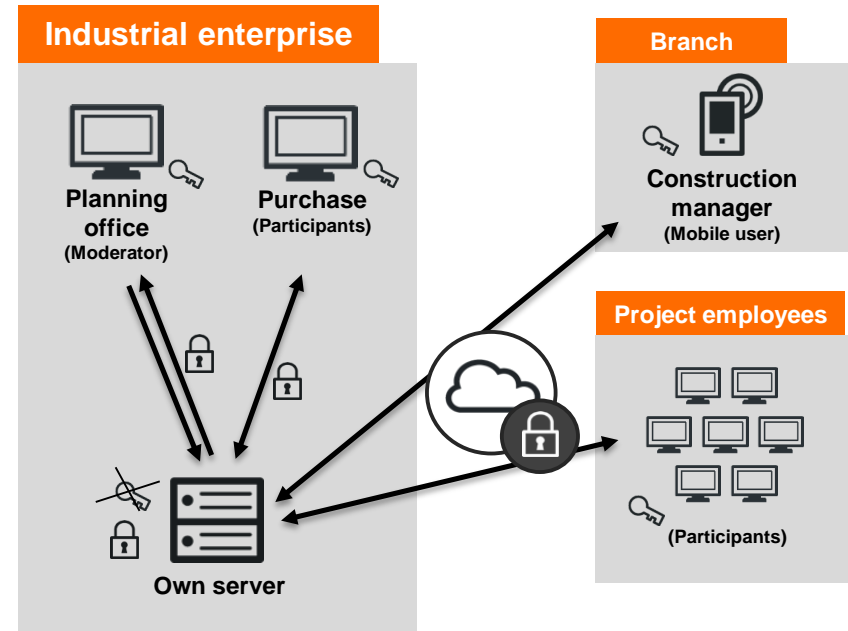
Project management and project collaboration with FastViewer

Challenge

Large projects (IT, construction, investment, research projects, etc.) require the cooperation of many individuals and businesses. Rarely common tools are used. The exchange of information is costly.

Solution

Bringing together a variety of people and companies with a planned construction project provides with FastViewer represent no challenge. In a few minutes a web conference is started and joint planning can begin. New project members can be involved in seconds.



Emergency Response Services – Use Case #6

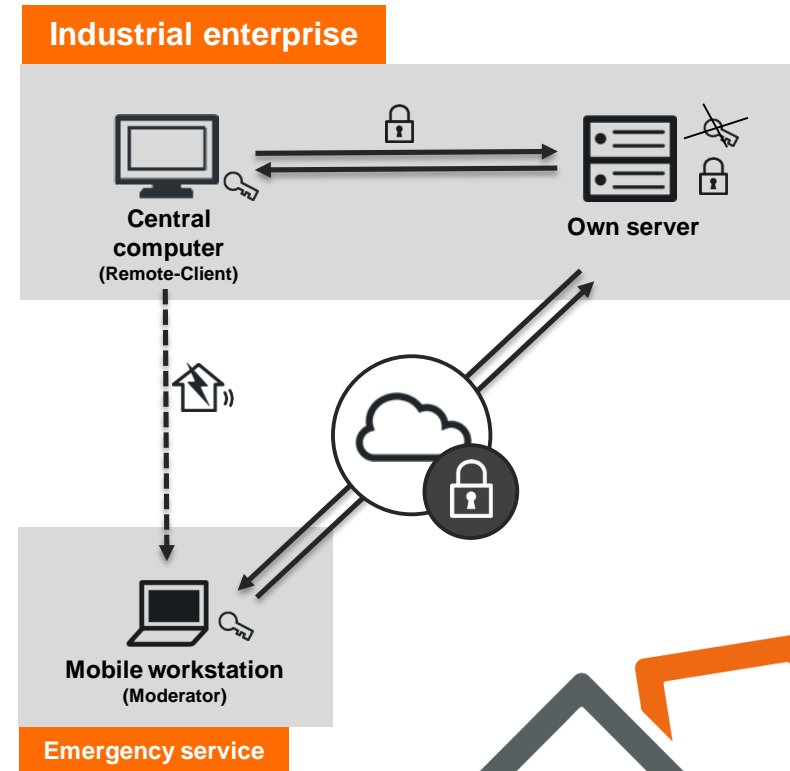
FastViewer for monitoring of unmanned computers

Challenge

In industrial enterprises, 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.

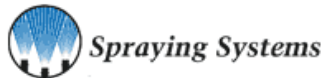


References

The following companies are already working successfully with FastViewer



SCHLEUPEN AG



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 planning
- Web conferencing
- Innovation exchange

Customers

- Project planning
- Online tariff consultancy
- Customer Service
- Seminars

Employees

- Trainings
- Presentations
- Recruiting of talents
- Staff training



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Did we miss an example
from your company?

Contact us!

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