



FastViewer Use Cases – Public

# Applications of FastViewer in the Public Sector

**fastviewer**  
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# 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

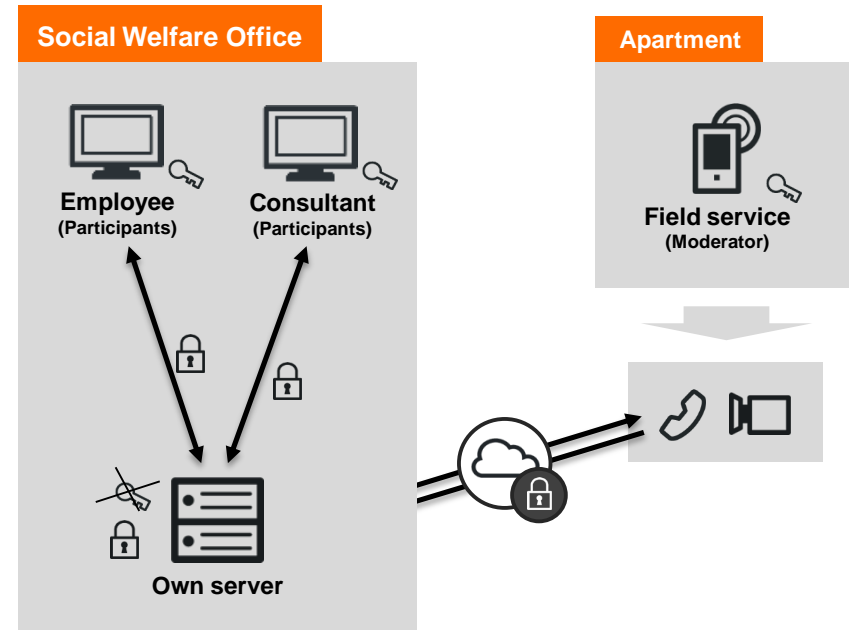
## FastViewer in community field service

### Challenge

Onsite appointments during the handover of public housing often involve the need for home improvements, especially where damage was caused to the property. In such cases, the extent of damage must be first determined in order to decide whether repairs by a janitor are sufficient or whether offers by tender need to be obtained.

### Solution

With FastViewer, the mobile field service can visit the apartment on the phone together with the headquarters via a web meeting. This is almost as if all participants were directly present on site. Through direct interaction, a decision on the further course of action can then be taken. The session recording serves as evidence in case of disputes.



# Internal Support – Use Case #2

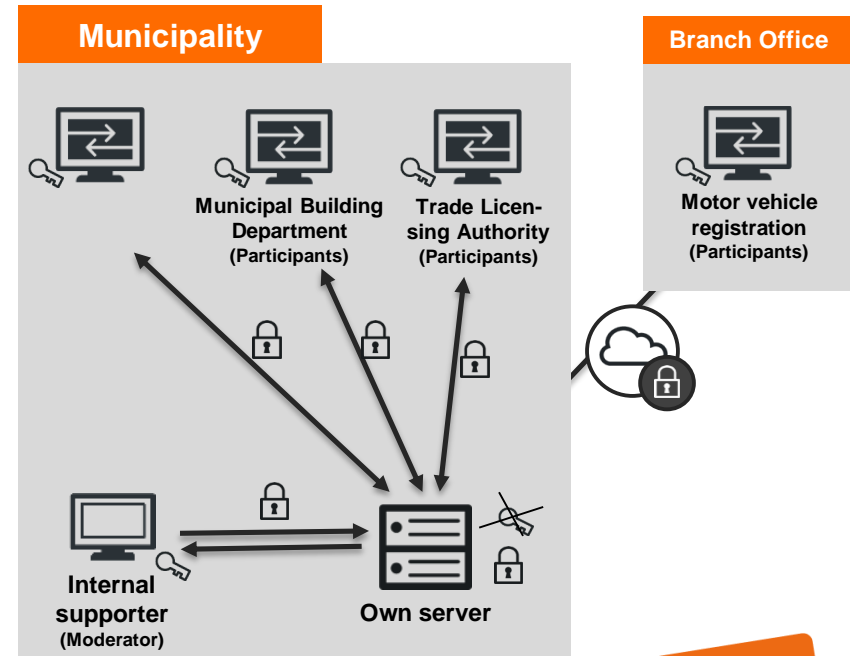
## FastViewer as an "extended arm" for internal IT

### Challenge

The IT infrastructure of municipalities 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

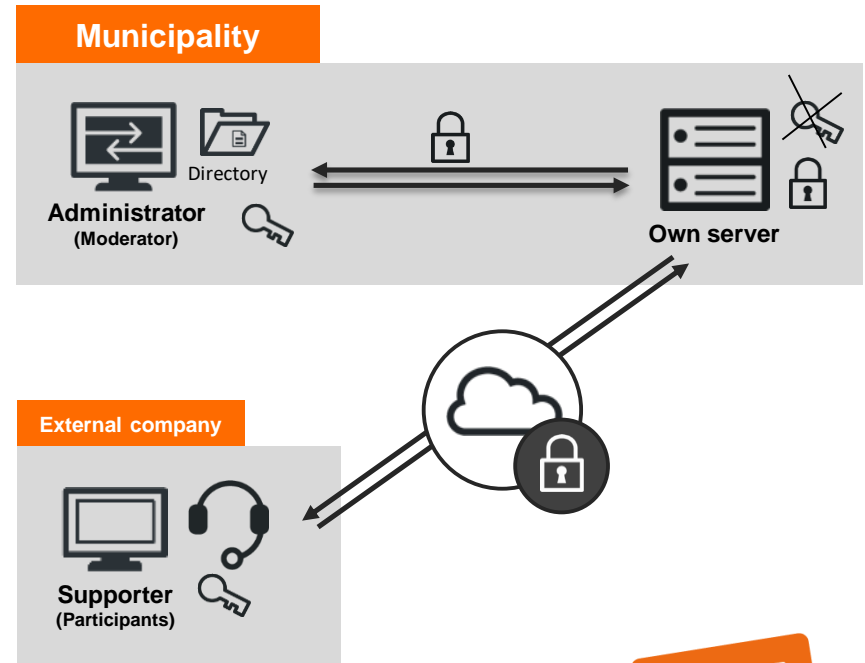
## FastViewer as an interface to external companies

### 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 municipality. 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.



# Citizen-focused Administration – Use Case #4

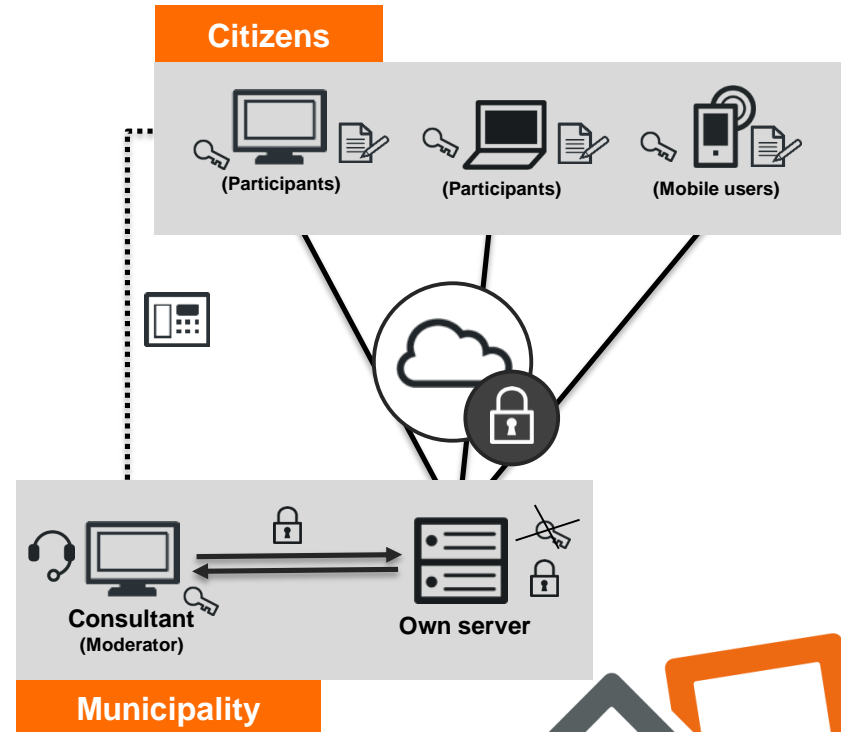
## FastViewer as a platform for remote support of citizens

### Challenge

The effort and time spent on caring for citizens is constantly increasing, but with fewer resources. Citizens shy away from the costs and time-intensive trips required to "only" fill in a form. Due to changes in working hours and flex-time models, the normal business hours of the authorities are often inconvenient.

### Solution

Digitally savvy citizens can contact authorities at the touch of a button to obtain assistance in filling out forms or to consult with them about business registrations. And this can be done regardless of the time and place. This allows for better & faster service, which contributes to increasing citizen satisfaction.



# Time and Cost Savings – Use Case #5

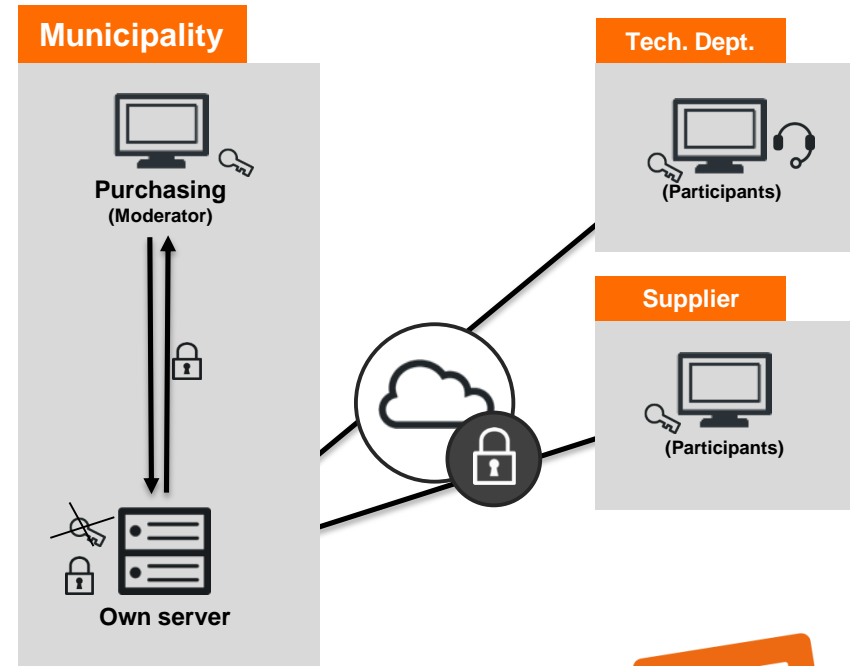
## FastViewer as a virtual conference room

### Challenge

For new acquisitions such as office equipment, for example, multiple factors such as dimensions, availability and especially the budget play a major role. In such cases, several departments are usually involved. Communication between the purchasing and requisitioning departments and suppliers is time-consuming, and thus expensive.

### Solution

In a FastViewer web session, all the departments involved can simultaneously discuss all the relevant factors together with the technical departments, manufacturers and suppliers. Almost as if they were sitting together at a table! The integrated whiteboard function enables flexible and, at the same time, clear cooperation at the highest level.





# Emergency Response Services – Use Case #6

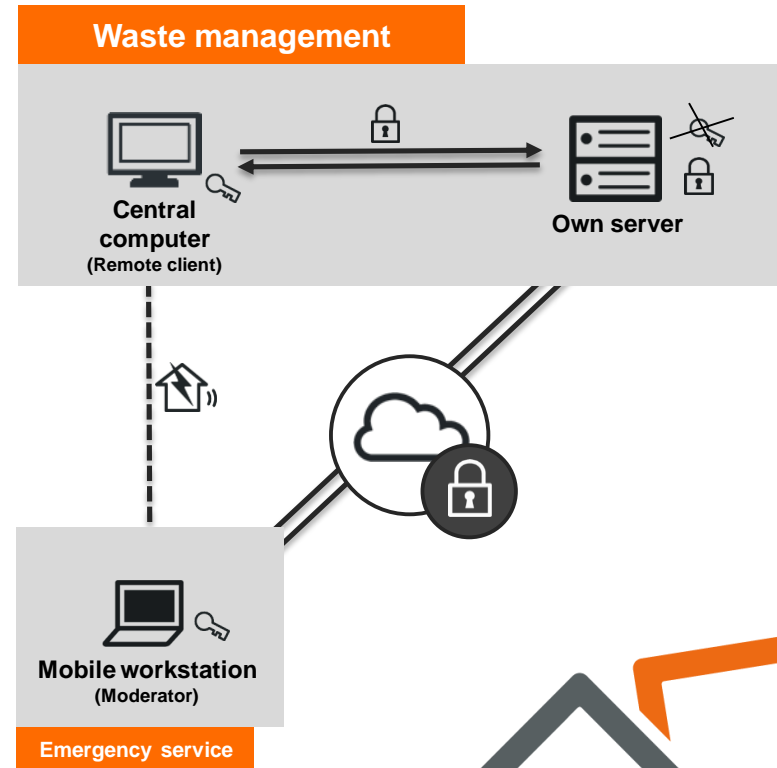
## FastViewer for monitoring of unmanned computers

### Challenge

In urban waste management companies, such as biogas plants, the facilities 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 public institutions 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 citizens
- Departmental meetings
- Training



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Did we miss an example  
from your company?

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