

## Software Firm Reduces Need for Onsite Support by 50 Percent

Leitner EDV-Beratungs GmbH uses web-based solutions to provide remote technical support to customers worldwide.

### Summary

**Customer Name:**

Leitner EDV-Beratungs GmbH

**Industry:**

Aircraft maintenance management solutions provider

**Location:**

Zorneding, Germany

**Challenge:**

- Provide cost-effective remote technical support to global customers
- Resolve customer issues more quickly while reducing need for onsite support visits
- Support full range of complex software features in remote sessions

**Solution:**

- Web-based application is easily deployed to customers worldwide
- Video technology provides highly interactive support sessions
- Application-sharing features enable support staff to diagnose system problems rapidly

**Results:**

- Reduced need for onsite support visits by more than 50 percent
- Allowed employees to increase customer satisfaction by resolving issues more quickly
- Enabled small support staff to assist global customer base

### Challenge

Leitner EDV-Beratungs GmbH specializes in developing maintenance solutions for aircraft operators and aircraft repair companies. Founded in 1976, Leitner EDV provides equipment, training, consulting, and other services to some of the world's largest aviation companies including Airbus, Deutsche Rettungsflugwacht, Motorflug, ÖAMTC-Christophorus Flugrettung, and Eurocopter.

As part of its service and product offerings, Leitner EDV provides the LTB/400 Maintenance Management System, an advanced software platform that tracks aircraft maintenance records. "If your car breaks down, you simply pull over," says Wolfgang Leitner, the company's founder and chief executive officer. "That's something you can't do in an airplane, so regular maintenance is extremely important for aircraft. Every airplane component, from a screw to the engine, has a certain lifespan. By tracking dates of equipment manufacture, repairs, serial numbers, flight logs, warehouse data, and other vital information, LTB/400 makes it easy for maintenance crews to manage necessary repairs and servicing."

Because global companies use the LTB/400 system, Leitner EDV must provide technical support and service at sites around the world. "We run an international operation and have to bridge great distances to help our clients address any issues they might have with LTB/400 software," says Leitner. To respond to customer concerns more quickly while reducing the need for onsite visits, Leitner EDV needed an easy-to-use technology for remote support. "It isn't very cost-effective to get on a plane to South Africa or the polar circle for a service event that takes 15 minutes," he says, "so finding a single application that we could use to support all of the LTB/400 system's diverse functions was a top priority."

### Solution

Initially, the team at Leitner EDV tried using other solutions to provide remote support, including PC Anywhere and virtual private networks, but both employees and customers found them difficult to use. "We were never fully satisfied with the other solutions we tried," Leitner says. "They didn't offer very many features, and customers always had to install software on their end to make them work. With the other applications we tried, the entire setup process was simply too long and complicated."

Disappointed with desktop solutions, Leitner decided to utilize web-based Cisco WebEx™ technology to provide remote support. "With WebEx solutions, customers and staff only need a computer with Internet access to participate in an online support session," says Leitner. "WebEx technology provides online meetings that are easily accessible and very cost-effective. Other products simply cannot compete with the quality of WebEx solutions."

With WebEx® solutions, Leitner EDV can now offer highly interactive remote support to its global clients. “Using WebEx video technology, our staff and customers have the ability to view each other during the support session, and the application-sharing feature allows us to control client computers to diagnose system problems,” Leitner says. “With WebEx solutions, not only can you see your customers and interact face-to-face, you can resolve technical issues much more effectively because you can look at the same screen at the same time and figure out what isn’t working right.”

“Servicing client systems onsite was extremely expensive, but by using WebEx technology, we’ve been able to cut travel and support costs without sacrificing the quality of the service we provide.”

— Wolfgang Leitner, founder and chief executive officer, Leitner EDV-Beratungs GmbH

## Results

After implementing Cisco® WebEx solutions, Leitner EDV has reduced the need for onsite technical support visits by more than 50 percent, allowing the company to significantly reduce travel and the overall cost of its client support services. “Servicing client systems onsite was extremely expensive, but by using WebEx technology, we’ve been able to cut travel and support costs without sacrificing the quality of the service we provide,” says Leitner.

Even more important to Leitner is the fact that the company can now resolve customer support issues much more quickly. “When an employee uses WebEx technology to solve a support event more quickly, not only do we save money but our customers are more satisfied as well,” he says. “By allowing us to make major improvements in our customer support process, WebEx technology has become an indispensable part of our core business model.”

In addition, Leitner EDV can now use WebEx solutions to offer robust global support to international customers, a capability that was recently put to the test. “We worked with a Chinese client for the first time, and they had been entered into our system as a company from the European Union,” Leitner says. “Instead of having to travel to the client location in China to fix the problem, our technicians used WebEx solutions to switch to the system smoothly and solve the problem immediately. With WebEx technology, we’re confident that we can offer our clients an optimum level of support anywhere in the world.”

WebEx technology has also enabled a small staff of 12 to manage all of the company’s customer support events, as well as conduct online training sessions related to Leitner EDV products and services. “Our team conducts 100 one-on-one support sessions every month, along with web-based training events about once per month,” says Leitner. “Without WebEx technology, our support staff simply could not keep up with the demand for support and training. Not only are we having more contact with our customers, but we’re making that time more productive and useful for our clients as well as our company as a whole.”

## Next Steps

In the future, Leitner EDV hopes to expand its use of WebEx solutions to offer more training sessions. “We’ve gotten very positive feedback about using WebEx technology for our training events, so we’d like to provide more sessions to educate our customers about our company,” Leitner says. “Using WebEx technology to expand our customer reach presents a huge opportunity for us.”

## For More Information

To find out more about Cisco WebEx, go to [www.webex.co.uk](http://www.webex.co.uk).

## Product List

Cisco WebEx



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV  
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0807R)