



## Success stories

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The First & The Best,  
RemoteCall accompanies you on the road to success



# Hyundai Motors Korea

An essential partner for automobile production; a variety of solutions are deployed.

## Company information

A South Korean multinational automotive manufacturer

## Product/ Type

RemoteCall / Server

### Purpose

For a secure and efficient technical support for off-sites, and for preliminary diagnosis when supporting overseas production facilities.

### Introduction & background

- When supporting external vendors or overseas facilities, the process can be difficult and costly. Hyundai was experiencing problems and needed a solution fast.
- For customized production situations and sales such as vehicle design solutions, the process was often timely and expensive taking a minimum of 2 months to setup, requiring multiple specialists to frequently visit each site individually.
- Customized production cost grew continuously, requiring a large international support team to consistently visit facilities year around.

### The effect of implementation

- While accessing Hyundai Motors internal systems from outside is restricted due to potential security risks, RemoteCall allows third party vendors to collaborate with Hyundai's system remotely without the need of clearance through its Reverse Screensharing function.
- Now, when vendors and overseas facilities have technical issues, they no longer have to send representatives and specialist to Hyundai headquarters, reducing travel expenses and offsite technician costs.



Success  
Point

Reduce costs, save time, and increase in efficiency with RemoteCall.

In order to improve automobile production quality, it was necessary to fully utilize specialized solutions. Technical support via RemoteCall has made the impossible possible.

- Vehicle design department representative, Hyundai Motors-

 Miradore

# Miradore Finland

When it comes to IT Asset Management & customer support, RemoteCall is vital

## Company information

A cloud-based software development company providing management solutions for IT devices.

## Product / Type

RemoteCall / API

## Purpose

To provide high quality customer support with convenience and security offering a seamless solution for Miradore's customers.

## Introduction & background

- | The Miradore Management Suite, enables easy management of all IT assets from a single web interface, and prioritizes security and convenience when it comes to providing customer support.
- | As an integrated solution that manages both hardware and software assets, system compatibility and customizability was the key needs.
- | Miradore was in search for a proven solution that could keep pace with their own product's quality, convenience, and security.

## The effect of implementation

- | Since integrating with RemoteCall, Miradore Management Suite has been able to speed up their overall customer support time, while improving the first resolution success rates.
- | Remote assistance for IT assets has become vital for Miradore, and RemoteCall will be ready to support them all the way when they eventually expand their needs into the mobile sphere.

 Success Point

Enhanced convenience with remote support API,  
RemoteCall is the right solution for security and scalability.

Because we provide customer support and improved efficiency solutions we couldn't miss out on the opportunity to work with RemoteCall.

- Ville Kinnunen, Miradore -

# Hanssem Korea

The first in the industry to implement a strategy that combines “digital” and “design” via RemoteCall

## Company information

Kitchen and interior furniture manufacturer & distributor

## Product / Type

RemoteCall / Cloud (ASP)

### Purpose

Reseller and Agent support (quick and easy integration with established business systems, setup, and with the ability to quickly identify and support system errors.)

### Introduction & background

- | Hanssem was the first in its industry to introduce a technology based design system that connects each reseller together to provide customized specs, product details and designs for its customers.
- | As a new, fully integrated technology, Hanssem had difficulties implementing and supporting their system companywide. They turned to RemoteCall’s remote support and management technology to monitor and assist in the introduction.

### The effect of implementation

- | With RemoteCall, Hanssem has now successfully implemented their ERP system throughout their systems from their linked agencies, subcontractors, to their headquarters and corporate partners. They are also able to seamlessly manage, review, and share their CAD and 3D simulations in real time with other agencies and clients for support and review, reducing project turnaround times, and increasing client satisfaction.

**Success  
Point**

Introduced RemoteCall to improve technological and industry innovation, while ensuring system security.

“In order to meet both customer needs and agency sales, Hanssem’s implementation of RemoteCall to improve their competitive edge was a success.”

-Sales manager : Hanssem-



# 株式会社アクアリーフ AQUALEAF Corporation\_Japan

Successful expansion by improving customer support with RemoteCall

## Company information

Online sales management and cloud systems vendor.  
Allows ordering and inventory management of online stores as well as product registration all at once.

## Product / Type

RemoteCall / Cloud (ASP)

## Purpose

Support customers using an online sales management system called 'Sukeneko'

## Introduction & background

- As an online service, 'Sukeneko' was in need of a remote support service in order to help guiding their customers through their platform directly as talking to a customer over the phone is not always the most efficient support process.

## The effect of implementation

- With RemoteCall, 'Sukeneko' was able to significantly speed up its support tickets, increase customer satisfaction, and even improve sales at the same time.
- With RemoteCall's security protocols, customer's information can even be stored and processed remotely without having to keep the sensitive information on vulnerable systems which strengthened their existing security policies.

**Success  
Point**

**Win-win with customers by remotely supporting online management systems directly linked to store sales**

"Since online sales are completely dependent on customers experience and any platform issues even momentary ones can have serious repercussions, real time remote support with RemoteCall was vital."

- Marketing sales representative: アクアリーフ -



SCSK

# SCSK株式会社 SCSK Inc. Japan

RemoteCall: Optimized customer support for specialized and granular IT systems

## Company information

System development, IT infrastructure, building management, and IT H/W & S/W sales: Full lineup IT service provider

## Product / Type

RemoteCall / Cloud (ASP)

## Purpose

Efficient customer support to satisfy current customers with a wide range of IT solutions.

## Introduction background

- | SCSK provides a variety of solutions including manufacturing, telecom, distribution, finance, platform and IT management so they have to deal with inquiries from multiple different industries.
- | More than 80% of customer inquiries asked for assistance regarding IT systems, and device management.
- | SCSK also needed a solution to help customers understand various device functions such as screen drawing function and remote screen sharing.

## The effect of implementation

- | With a one-time access code, customers can easily request remote support for any of their devices for any type of issue they may face.  
By introducing RemoteCall, customer first time resolution rates have significantly improved, and client satisfaction is at an all time high. Additionally, with RemoteCall's security protocols, and mandatory "customer consent" safety features, SCSK has seen a rise in user retention and interaction rates.

Success  
Point

We use RemoteCall to develop more a more sophisticated IT solution and expand market influence.

"Customers who adopt IT solutions are particularly sensitive to security. With RemoteCall, we can reassure our customers of the utmost privacy and security when it comes to their information."

- Customer service manager, SCSK -

# TCL Communication Technology Holdings LATAM

Maximize customer support & convenience by preloading RemoteCall on to their smartphones.

## Company information

A global IT product and smartphone manufacturer.

## Product / Type

RemoteCall + mobile pack / server

## Purpose

Improve customer support for their Alcatel One touch brand smartphones and tablet devices launched in LATAM.

## Introduction background

- At the early stages of entering a new market, TCL knew they needed to differentiate their product and focus on a customer service oriented brand image.
- TCL decided to introduce RemoteCall to handle their mobile remote support needs, and preloaded all their the Alcatel One Touch phones with the RemoteCall mobile application.

## The effect of implementation

- With the mobile support application preloaded on every smartphone, customers received instant remote support services anytime they faced an issue, resulting in higher customer satisfaction and retention.
- TCL was able to build a professional image as the customer focused smartphone brand by equipping their mobile customer support with RemoteCall.

Success  
Point

Introduced a better customer support experience and strengthened their brand in a new market with RemoteCall.

“RemoteCall is an excellent tool for effectively communicating and assisting our customers, the people TCL values the most.”

- Gabriel Fillipi, Alcatel One Touch -

# Woongjin Korea

RemoteCall & smart learning, a different way of thinking.

## Company information

Provides educational training & resources for mobile.

## Product / Type

RemoteCall + mobile pack / Cloud (ASP)

### Purpose

Remote Assistance for children or parents who are difficult to use on mobile training devices.

### Introduction background

- | Customer support was needed to improve the use of a rental tablet devices. In order to address the lack of support for tablets used primarily by elementary school students, Woongjin realized they needed a support service that could help their clients by directly controlling their tablets.

### The effect of implementation

- | RemoteCalls was able to improve their audience's ability to learn and understand how to use their devices, which enabled their customers to use their educational service better.
- | RemoteCall allowed Woongjin's specialists to help their customers learn how to use their product better by connecting directly to their tablets and quickly respond to, identify and resolve a problem, contributing to a better learning experience.

### Success Point

Woongjin's use of RemoteCall has allowed them to strengthen their position as a leader for mobile content and educational.

"We believe RemoteCall remains key to us moving toward realizing our vision of building an educational platform ecosystem like Google or Apple." - Platform Division manager, Woongjin Thinkbig



FORTRESS

# Fortress Business Systems USA

RemoteCall has changed how we view office equipment & maintenance

## Company information

A copier, printer, document management software, & office equipment supply company.

## Product / Type

RemoteCall + mobile pack / Cloud (ASP)

## Purpose

To provide a superior UX and support system as a Samsung Multifunction Printer (MFP) provider.

## Introduction background

- | Samsung MFP is a mobile printing solution based on the Android operating system (OS). It is a smart device capable of creating a 'smart Office' environment that can be easily printed or faxed to from a smartphone. They have even built the 'Smart UX Center' and equipped the device with RemoteCall to foster a smart support environment.
- Previously they spent a lot of time, money, and resources sending technicians directly to various offices for equipment maintenance.

## The effect of implementation

- | RemoteCall now handles 80% of all customer inquiries, significantly reducing product resolution time and costs.
- | As a national business, on site visits often took one or two days to resolve, now, most issues are handled remotely in a matter of minutes.
- | Fortress Business Systems increased customer satisfaction with RemoteCall and improve revenue.
- | They are now expanding to computer support.



Success  
Point

Smart devices with smart customer support!

“After seeing the results of RemoteCall’s breakthrough customer support with our printer technology, there was no reason not to use it for our other products.”

- Jerod Keyser, Fortress -

# Docomo Pacific\_Guam/CNMI

Increase brand loyalty by actively supporting customers “happy mobile life”

## Company information

A communications and entertainment service provider in Guam and CNMI region.

## Product / Type

RemoteCall + mobile pack / Cloud (ASP)

## Purpose

To gain a more professional and efficient customer support system to respond to the increasing mobile device diversification and customer volume.

## Introduction background

- | Docomo found it difficult for their customer service centers to identify and resolve customer web pages or telephone inquiries and issues in an adequate and timely manner. Docomo was looking for a secure, simple, and friendly remote support technology, that could provide seamless global assistance to their customers.

## The effect of implementation

- | With RemoteCall, Docomo was able to provide their customers with seamless global assistance, increasing both customer and staff satisfaction, as well as reducing their resolution times.
- | With RemoteCall's universal compatibility with both Android and iOS, Docomo was even able to expand their network into other markets and networks.



**Strengthen your communication through remote mobile support and expand your revenue.**

“RemoteCall has become one of our most important assets, helping your customers use their smartphones..”

- Tommy Blas, Docomo Pacific -

# Kyungdong Navien Korea

RemoteCall video support, we can identify any issue you may have.”

## Company information

Boiler and residential water production and management.

## Product / Type

RemoteCall + visual pack / server

## Purpose

Customer support tools to facilitate communication with customers who are not familiar with boiler operations.

## Introduction background

- Boilers and hot water heaters can occasionally malfunction and be difficult to identify the problems without a professional onsite visit. With RemoteCall visual, we can now help identify and resolve client issues more easily by streaming live video to our offsite technicians through a customers mobile camera, minimizing the need for onsite repairs and maintenance.

## The effect of implementation

- It is the first in the industry to launch 'NAVIEN RemoteCall', providing remote video support services for all Kyungdong Navien products including boilers, water heaters, and hot water mats.
- By monitoring situations in real time we are able to identify issues, and offer solutions much quicker than ever before, significantly reducing the possibility of miscommunication, or latency issues.

## Success Point

Introducing solutions to better understand our product and our customer's conditions, and to optimize remote support.

“We are the first in our industry to develop and introduce video support services to help customers who aren’t familiar with our products and may need assistance from time to time.”

- Jeon Chong-So/Customer Center Center, Kyungdong Navien -



# Kia Motors\_Korea

Setup a Hot Line between local dealers, distributors, and Kia HQ.

## Company information

Automotive engineer and car manufacturer

## Product / Type

RemoteCall + mobile pack, visual pack / server

## Purpose

Vehicle diagnostics and quality monitoring between engineering headquarters and overseas dealerships.

## Introduction background

- | We needed an optimized solution for managing and overseeing our digital and mobile Global Service Systems for technical support and maintenance.
- | Real-time video verification was also needed to provide fast, reliable, and accurate maintenance and support for customer assistance and motor vehicle tech support.

## The effect of implementation

- | The Kia Diagnostic System (KDS) allows for real-time maintenance and technical support professionals to remotely control on-site mobile diagnostic equipment. Through KDS we can expand our technical support to the global Kia service network, global locations and partners, as well as our technical support capabilities.

**Success  
Point**

Improve your business image by developing services tailored to mobile trends and combining them with remote support.

“With KDS equipped with remote call, customer service has been enhanced and provides the best possible service.”

- Head of international technical support services, Kia Motors-



# BC Card\_Korea

Customer support for sensitive information

## Company information

Payment process & Total Issuing Solution provider

## Product / Type

RemoteCall PC, + mobile pack / Cloud (ASP)

## Purpose

In need of effective support for individual, corporate partners, internal software development and applications.

## Introduction background

- As a credit card company with 37.33 million customers (as of 2016), they needed a support solutions capable of handling more than 2.63 million corporate customers and 34.7 million individuals.
- RemoteCall was selected to provide support for both computer and mobile payments.

## The effect of implementation

- RemoteCall assists with online card payments and company website support. RemoteCall also helps business clients complete sensitive and complex financial processes without having to worry about data breaches, or exposing their information to security risks.
- The Mobile Payment Method Development Test leverages RemoteCall mobile support to improve banking services.

**Success  
Point**

**Quick and secure remote call adaptation for customer support in real-time processing and security-critical payment solution.**

“Security protocols and banking issues can be difficult to explain over the phone, but RemoteCall allows us to streamline all support processes.”

- Customer Center Center, BC Card-





# Bouygues Telecom\_France

Computer, Mobile, & Set top box support with no restrictions.

## Company information

Mobile network operators and Internet service providers

## Product / Type

RemoteCall(All) / server

## Purpose

Efficient and integrated customer support for computer, mobile, set-top boxes, and more.

## Introduction background

- As a telecom company, Bouygues Telecom needed a user-friendly, intuitive customer support tool to support a wide variety of comprehensive communication and assistance services from mobile communication, network services, and IP TV support and to be able to handle as many as 10,000 to 15,000 monthly support sessions.

## The effect of implementation

- Now supporting more than 10 to 15 thousand monthly remote support sessions, RemoteCall's remote support convenience and effectiveness has allowed
- Bouygues Telecom customer satisfaction to reach an all time high.
- Such success and easy integration has pushed Bouygues Telecom to make plans to extend their remote support services to a wider range of products and services.

**Success  
Point**

**By incorporating RemoteCall, they've increased customer and staff satisfaction.**

**"RemoteCall's remote support service has enabled us to greatly improve our customer support and retention rates."**

**- Saad Raguigue/Project manager, Bouygues Telecom -**