



RemoteView's success story

Top companies have chosen RemoteView



Exported to all over the world

Display manufacturing by 'S Electronics' with RemoteView.



Introduction background

With 18.5% of the world market, display manufacturing is one Korea's 13 main exported products. As global demand grows, increase in competition, and China's rapidly increase into the tech and display sector, the ability to adapt and respond to global needs has become more important than ever. From innovation to manufacturing, the biggest problem was a need to reform the manufacturing process from quality management to troubleshooting. The ability to oversee manufacturing while identifying and reducing the errors in record time while maintaining security and efficiency was the key.

How to use

A display is made by an automatic process in which organics are arranged between two electrodes and electricity is applied to emit light. Displays are made by an automated, sensitive and highly delicate process that requires a sterile environment, and protection against static. On occasion, a contaminate or electric discharge can inadvertently contaminate the process breaking or damaging equipment. **RemoteView was introduced to oversee the monitoring process as it has the ability for real-time remote device monitoring.**

The effect of introduction

RemoteView was integrated into monitoring devices installed in the factory, so that manufacturing equipment could be monitored remotely for quality assurance and safety purposes. After the introduction of RemoteView, we were able to fix simple system errors remotely and identify more complex issues for and to be fixed by on-site staff. In addition to reducing the time and cost involved in identifying and fixing production errors, the entire manufacturing process was able to be recorded and saved with RemoteView (automatically stored in DB) and used for management purposes later.

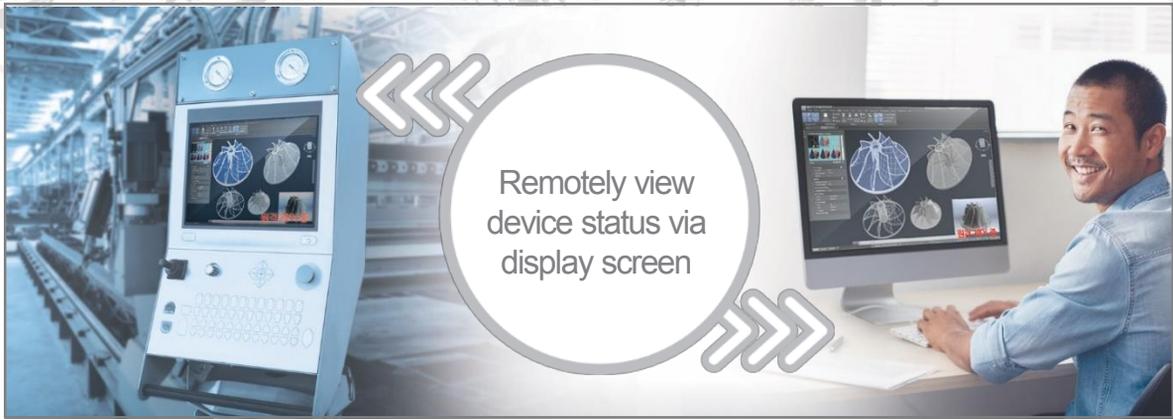


The amount of dust and static that can be generated when a person enters a clean room is a fatal detriment to the display production process. It takes a considerable amount of time for an engineer to go into a clean room after putting on his gear. With the introduction of RemoteView, engineers were able to monitor the process site from the outside in real time, helping to maintain the quality and delivery schedule of exports to the world

Display manufacturing process manager: 'S' Electronics

General machinery industry

'H' Company, a leader in high-tech technology with RemoteView.



Introduction background

As the first machine tool market shareholder and industrial press machine manufacturer, H company has high productivity and precision from a unique machine design to the production of, and after sales service of their display technology. Due to the complexity and customization of their products, After Service (A/S) support is quite common. Unfortunately, A/S support was a very expensive operation and investment. H company sought solutions to not only increase productivity and streamline management, but to simplify the entire process.

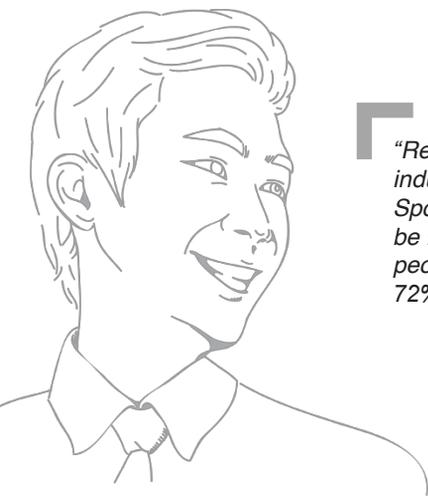
How to use

While most high tech manufacturing processes are automated through computer numerical control (CNC) machining, some processes are still manual and the operators are usually in charge of overseeing the computer systems, and checking machinery tools and operations. As the company is responsible for manufacturing, production, delivery, and A/S support, they decided to integrate their systems with RemoteView for better oversight and management of the entire process.

The effect of introduction

H Company installed RemoteView on all industrial machines they manufactured and gained the ability for real-time monitoring of all machine conditions for equipment failure and error management and oversight.

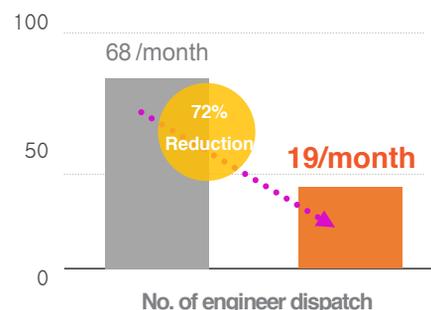
Because of RemoteView, they were able to reduce the number of on-site dispatch of technical support by more than 72%, allowing them to significantly reduce costs, and processing times.



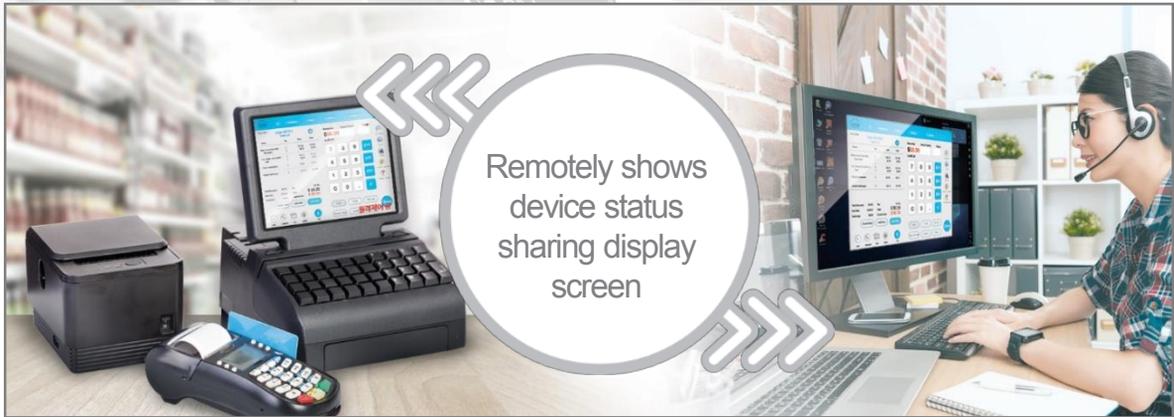
"RemoteView can be used on industrial equipment so that the On-Spot operations or system errors can be fixed immediately. The number of people dispatched has decreased by 72%."

Technical Support Manager: 'H' company

The effect of RemoteView



e-Business total solution 'Astems' Real-time POS system with RemoteView.



Introduction background

Since the POS system is directly connected with the sales of a store, the remote control system that can solve issue with the system is a very important factor for a company. However, as the number of managed terminals and stores gradually increases, the burden of operating expenses went higher. It also became necessary to manage customer sales systems to identify problems in advance and to provide more powerful support and integration with internal system. As a result, Astems introduced RemoteView to monitor and manage their POS systems in real time and to solve customer (store) problems.

How to use

As well as in store POS systems, Astems also sells solutions that connect to point-of-sale systems for store operations. Most troubleshooting requests such as virus removal or OS updates and resets are now resolved quickly and remotely. Astems new adaptation with RemoteView has allowed them to greatly reduce POS systems down time, maximize their clients profits, and improve client relations.

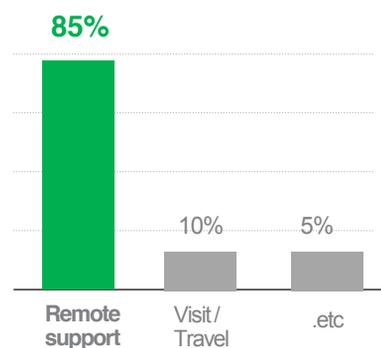
The effect of introduction

A big customer of Astems is a highway rest stop company equipped with over 20 payment-related devices per location. Now, in case of an emergency or problem, RemoteView enables Astems to monitor, control, and manage all their POS devices at once from a single screen rather than checking the devices individually. RemoteView also allows Astems to be proactive and detect a problem as soon as it arises rather than relying on staff or customers report.

"If there is a problem with a POS machine, we always catch it through the RemoteView first. We no longer have to rely on customers or staff to let us know when a system stops working."

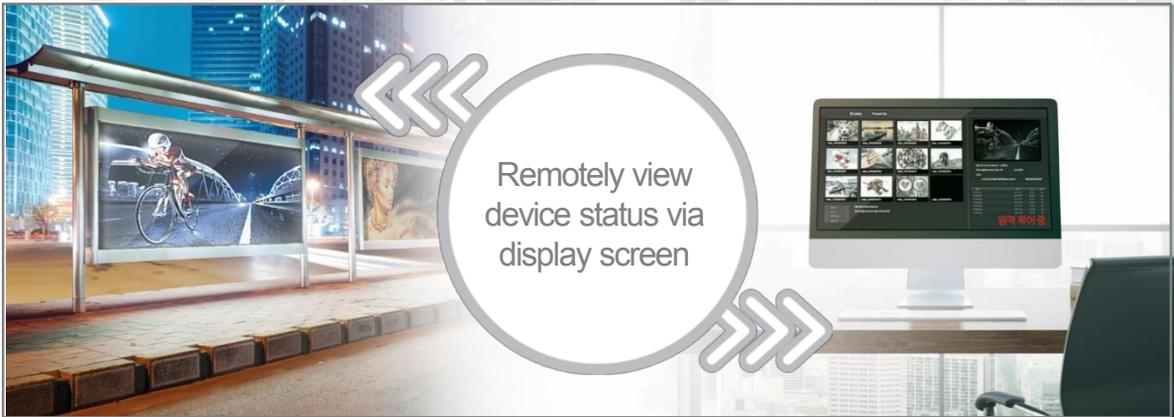
Customer support team: Astems

POS support daily average



Total media company

CHEONJO's Digital Multimedia System with RemoteView.



Introduction background

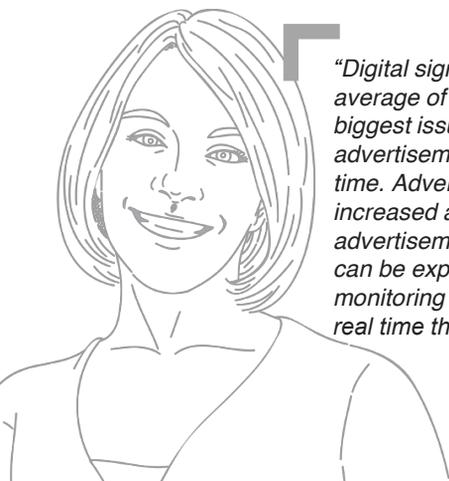
Digital signage replaces traditional analog billboards such as posters, guide signs, and signboards with digital displays to provide information and advertisements to the public. Contents is controlled through the network, it has excellent attention, and it is excellent in the delivery of advertisement contents. Cheonjo decided to introduce remote control in order to build an environment that provides the best content for advertisement and publicity to digital information display in various environments such as stores, public areas, and shopping malls in response to the rapidly changing digital environment.

How to use

Large signage advertisements on major highways or densely populated areas are highly competitive and lucrative for about 25 to 65 thousand dollars a day. Now that there are bi-directional communication devices and two-way communication like touch panels and interactive advertising at cinemas and restaurants, it is becoming increasingly important to be able to adequately and quickly spot, manage, and fix digital signage system problem. Therefore, Cheonjo used RemoteView to monitor their digital signage systems country wide.

The effect of introduction

As Chunjo installed RemoteView to monitor their advertisement playback and outdoor signage equipment. They have simplified their quality management systems, and streamlined their upkeep and maintenance processes. Since they introduced RemoteView, they have saved money on management, improved advertiser satisfaction and increased their ability to scale their business.



“Digital signage ads paying a monthly average of tens of millions of won are the biggest issue for public notices that the advertisement is exposed without delay time. Advertisers' satisfaction is greatly increased after remotely managing the advertisement so that the advertisement can be exposed on time without errors by monitoring the advertisement device in real time through remote view”

Customer support team: Asterns

The effect of RemoteView



Financial specialist company

Asset management services of 'H' Investment & Securities with RemoteView.



Introduction background

During a period where interest rates are low, investors tend to move towards securities companies. However, this isn't always a wise decision. CMA information, profit, and risk management are determined by consulting with a brokerage firm. After an investment decision, a company relies on brokerage firm to manage operations, like securing stability and high-returning investments. However, stock investors aren't always able to thoroughly invest every brokerage firm. They introduced RemoteView to **allow customers to share data securely and in a timely manner.**

How to use

Asset management services are often difficult to explain to clients because of the diversity of terms such as stocks, futures, options, beneficiary certificates, bonds / ELS, trusts, etc. Also, there are cases where the customer's assets need to be explained in a diagram to show strong or weak stock, and the necessary risk management. It is difficult for customers to visit the office every time, and due to the nature of banking information, it has been difficult to share security data with customers by e-mail or mail. H Investment & Securities has been **able to share asset management information on the screen and consult over the customer's mobile phone through RemoteView**

The effect of introduction

In the past, due to the nature of financial institutions, there was no means to export internal data to outside due to security reason. As all systems were blocked to prevent personal and transaction information from being leaked, it was inconvenient for customers to obtain investment or profit information by visiting the company office. However, after introducing the RemoteView, customers were able to see various information such as investment direction, risk management, future investment prospects, etc. at any time and from anywhere. From the standpoint of the company, it was **possible to maintain the security of the company by removing the possibility of sensitive information leakage by monitoring the access through the remote control and all the consulting processes in real time.**



"It is the asset manager's homework to safely operate the assets that the customer entrusts for the purpose of investing. It is possible to discuss how the asset of the customer is being invested through the introduction of RemoteView, We are investing more reliably."

Asset manager: 'H' Investment & Securities

Technology and service that impress customers

Healthcare IT solution of 'INFINITT' with RemoteView.



Introduction background

Infinite Healthcare provides hospitals and clinics with Picture Archiving and Communication Systems (PACS) and a prescription delivery system called Order Communication System (OCS). In the past, they have used cheap remote control products for remote management of their expensive systems, but they continuously experienced issues with providing a reliable operation and management to hospitals because of the complexity of the connection process as well as firewall constraints. Infinite Healthcare solution **required remote management of the hospital system, as well as providing physicians with real-time information on X-rays and MRI, and prescription and care charts, which are essential for patient care.**

How to use

The IT solution used in hospitals are not only essential medical systems like PACS, OCS, Electronic Medical Records (EMRs), but also Patient Relationship Management (PRM), Data Base Management Systems (DBMS) and Customer Support Centers (CSC). Hospitals that are modernized with advanced IT solutions are required to maintain highly secure systems for accurate diagnosis and prescription. Infinite Healthcare is a system that is directly connected to patient's health and their sensitive medical information. With RemoteView, INFINITT **not only reduced the system failure rate to 0% by regular / on-the-spot remote inspection, but also set a strong security policy for blocking external access to patient information.**

The effect of introduction

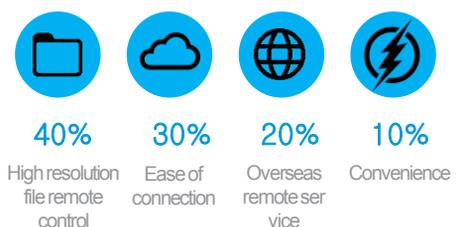
After the introduction of RemoteView, INFINITT's reliable system supply and operation management satisfaction rose. A Infiniti Healthcare client said "In the case of large hospitals, I feel the situation is better because of its own IT management department, but small and medium hospitals, rely too much on external systems, so their hospitals suffer from frequent system failures. With RemoteView we are now able to reduce equipment failures and problem."



"Unlike its competitors, RemoteView has all three essential elements for Infiniti Healthcare: speed, remote connectivity, and fast data transfer capabilities."

Mr. YOON, Deputy manager: INFINITT Healthcare

The benefits of RemoteView



The best University Hospital in Korea

A aortic infrastructure of 'S' hospital with RemoteView.



Rapid and reliable medical treatment by remote management of hospital system

Introduction background

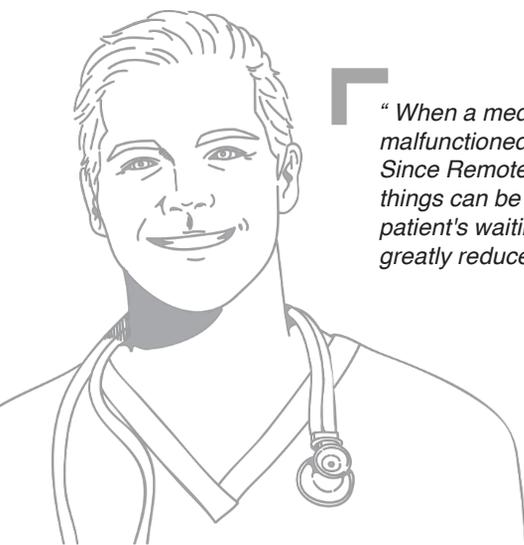
S University Hospital is Korea's leading hospital with the largest operating medical personnel and patients in the country. S University Hospital has a responsibility to manage their medical systems and computers across numerous branch offices. IT staff had serious complications and limitations when it came to efficient asset management operations, equipment, and large internal staff. **IT needed a simple way to quickly manage their IT assets with limited personnel.**

How to use

Hospitals rely on numerous IT devices to treat their patients and view their medical information, X-rays, MRIs, CTs, etc., and check patient's prescription information and medical history updates. If a computer freezes or fails during a consultation with a patient, it could be seen as unprofessional, unnerving and time consuming experience. IT manager introduced RemoteView to respond quickly to those types of situation. **He can now remotely manage and fix most computer and mobile related issues allowing the medical staff to focus on their patients rather than their equipment.**

The effect of introduction

The most dramatic change was how RemoteView improved the clinic. With the ability to perform real-time resolution of the problem, patient satisfaction greatly increased and simplified the hospitals entire IT systems.



"When a medical staff computer malfunctioned, it took a lot of time to fix. Since RemoteView was introduced, things can be fixed on the spot, and the patient's waiting times have been greatly reduced."

Chief nurse of consultation: "S" hospital

Benefits



People make books and books make people The vision of “K bookstore, with RemoteView.



Introduction background

K-bookstore currently sees about 7,000 instore daily visitors, 160,000 customers online, and has about 13 million members. It needed a monitoring and management system that could connect to their warehouse in real time, for warehousing, inventory checking, to scheduled goods receipt and return items as well as improve their clients user experience. But most of all, they were looking to introduce a remote monitoring solution that could give them flexibility to the workers.

How to use

After installing RemoteView on their UB-WMS Inventory Management System, all employees in their nationwide stores carried tablets and checked the status of sales receipt / shipment from warehouse in real time. Before RemoteView, the books purchased with mobile payment or from online bookstore reflected in their inventory status but it has presented many errors. Customers visiting their in-store locations often had difficulties placing orders for books they wanted. After introducing RemoteView, their warehouse inventory status as well as inventory at other branches could be checked in real time.

The effect of introduction

When a customer visited the store and the book that he/she was looking for was not in the inventory, it often ended being a hassle for the customer and led to revenue loss. After RemoteView introduction, store staff could easily check on the systems to make sure they have the items in the warehouse, allowing them to be ordered with ease and confidence. The entire process has raised the profits and improved the customer experience.



“Customer satisfaction is at an all time high with the introduction of RemoteView. Staff can now easily check our inventory across all platforms and provide the best service to our customers.”

Manager in Jong-ro store: “K” Bookstore

Where every penny counts “D” company, representative store in Korea with RemoteView.



Introduction background

“D company” is equipped with a cutting-edge automated distribution hub center located outside of Seoul, and has two core logistical infrastructure centers that deliver daily orders to stores nationwide. “D company” sends more than 1,000 pallets/day and 100,000 boxes/day shipments and has an inventory of over 30,000 products per store with more than 1,000 stores. With more than 10 stores openings every month, **their ability to scale and grow their warehouse as well as product management was vital**, so they decided to introduce a remote control solution to monitor their logistics centers.

How to use

They needed the ability to check product receipts, store inventory, and logistical updates for each steps. With such a large operation, it was vital for them to be able to connect with over 1,000 stores as well as their logistics centers, and inventory systems. With RemoteView, “D Company” was able to manage all their stores, as well as the thousands of products throughout their entire system remotely. From the **entry to exit of the orders, the remote connection and real-time monitoring of store and hub logistics centers and infrastructure center data servers nationwide was vital**.

The effect of introduction

Product management at warehouses and logistics centers use bar code systems accessing the databases for match. Thanks to RemoteView’s real time monitoring, they were able to view live the warehouse at product management, something they lacked with their previous management system. RemoteView also allowed information to flow more easily between store management, security, staff, and along the entire supply chain.



“It’s important to know the status of your inventory and supply chain. By checking the status in real time, we are managing our stores more efficiently”.

Local store manager: “D company”

No. 1 educational institution in Korea

Establish smart innovation education ecosystem of “S” university with RemoteView.



Introduction background

“S” University is establishing a system for education innovation (aptitude, ability, enthusiasm, GPS training and learning) to become a global university for knowledge and talent network. Building a system for strengthening networks between campuses and students at “S” university (total 627,025m²) dividing the campus between the human sciences, and the natural sciences was a challenge. S University’s Information and Communications Department decided to introduce a remote control solution to efficiently manage their undergraduates smart lecture rooms and administration offices.

How to use

Divided into university headquarters, humanities and social sciences, natural sciences, administrative offices and other institutions, “S” University has multiple departments at five different campuses and has over 200 computers from their campus department to lecture rooms making their IT management a not-so-easy job. After RemoteView programs were introduced, their IT department was able to manage all their systems from one central location, eliminating the need to visit individual offices, rooms, and devices individually. “S” University is using RemoteView to manage all their IT assets, from batch updates to monitoring and systems diagnostics.

The effect of introduction

Most of IT resources are spent managing the university’s Information and Communication Office network, installing and operating the information system and software development such as computer room management, Internet groupware, and virtual education technology support and management. The Information and Communication Office, which oversees establishing a basic IT systems plan, supporting the educational research activities, and information processing of the bachelor/ administrative affairs, manages the computer lecture rooms, and administrative departments, and more. After introducing RemoteView, the college could collect and check diagnostics around the university. They could even group their devices by 3 levels, making it possible to perform a systematic check up between administrative, educational and research institutions. By introducing RemoteView, “S” University was able to save time, money and IT resources.



“We do not visit computers across 200 campuses, but are able to manage them from one system. Thanks to the RemoteView, college IT assets can be managed remotely all at once”.

Information and computing center: “S” University

Leading the development of virtuous and creative intellectuals

New 100-year education of university innovation and communication of “D” University with RemoteView.



Introduction background

“D” University introduced a Go Paperless policy in 2003, and replaced printed documents for electronic ones. As a result, electronic payments and standardized administrative information systems were introduced. However, new, large scale system policy changes can often cause compatibility and implementation issues. In order to ease the transition and minimize potential problems, “D” University decided to introduce a remote control solution to oversee and manage their systems university wide.

How to use

In order to remain a tier 1 Korean university and continue providing the best education possible, the university decided to reorganize its teaching method and to provide tablets and smart devices equipped with RemoteView to all faculties. Now, they could remotely access and control the tablets, computers and devices, but also other equipment across campus so they could plan, organize, distribute, and even collaborate class materials and lessons. Not only were they able to meet their Go Paperless policy, but with their strategic implementation of RemoteView, “D” University was able to introduce a more effective and efficient educational system for teaching future generations of independent and forward thinking students.

The effect of introduction

“D” University has 8 campuses and 39 departments and has has a paperless policy since 2003 and has transformed their university into a modern learning hub. RemoteView allows faculty, staff, and students to remotely access devices and technology from across the campus from the computer labs, smart printers, projectors and more, and to enhance their collaborative lesson plans when discussing educational materials.

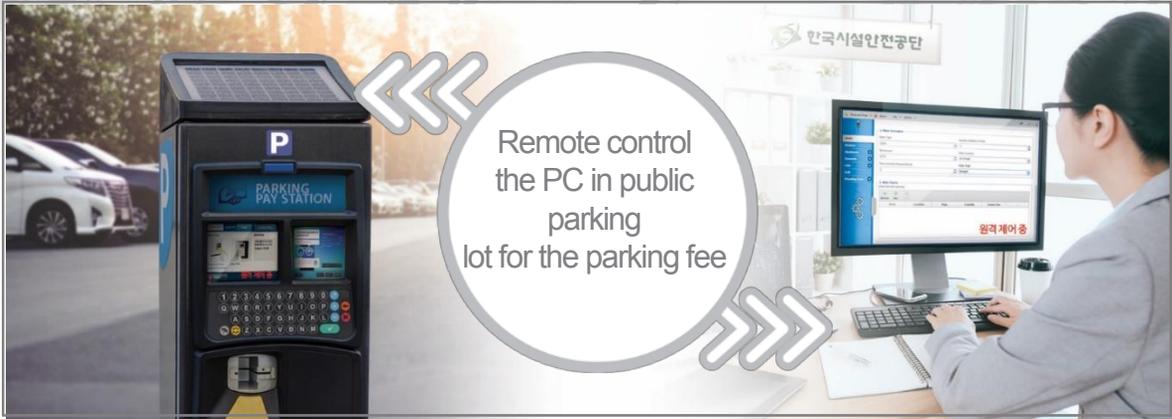
With RemoteView, the university was able to provide the most cutting edge and interactive educational experience possible.



“Instead of spending time distributing printed materials to the students during class, all necessary materials are available with instant access through RemoteView. This has not only saved everyone time, but also university resources. Both students and faculty are enjoying this simplified and more efficient learning process, and we see no reason to revert back to the old way of doing things.”

A public safety partner

Korea Facility Safety Corporation System with RemoteView.



Introduction background

The Smart Facilities Management Division of the Korean Facility Management Corporation was established in 2016 and is responsible for overseeing environmental safety adherence as well as promoting and facilitating social welfare and infrastructure.

One of their functions was to manage oversight of unattended parking equipment throughout the country. Unfortunately due to budget and logistical restrictions they were not able to effectively manage all equipment under their supervision resulting in high levels of malfunctioning equipment and overwhelmed residential support centers.

How to use

While the Korean Facility Management Corporation manages and operates hundreds of public parking lots and thousands of systems throughout Korea, maintenance and upkeep was quite a difficult and expensive task.

Their public service support line was constantly screening calls about system errors, broken machines, and incorrect settlements and charges. The company knew in order to fix this issue, they had to come up with a solution where they could remotely access, monitor, and manage their parking kiosks and in real time.

The effect of introduction

The Korean Facilities Corporation has been using RemoteView since December of 2016 to monitor and manage their unmanned parking systems. With an initial test of just 20%, they are slowly integrating the rest of their systems.

Since its initial launch, the company has been able to use RemoteView to identify and fix system errors, broken or malfunctioning machines, and preemptively dispatched onsite technicians when necessary, significantly reducing the burden on the support center. The company now relies on only 32 people to manage their parking systems nationwide.



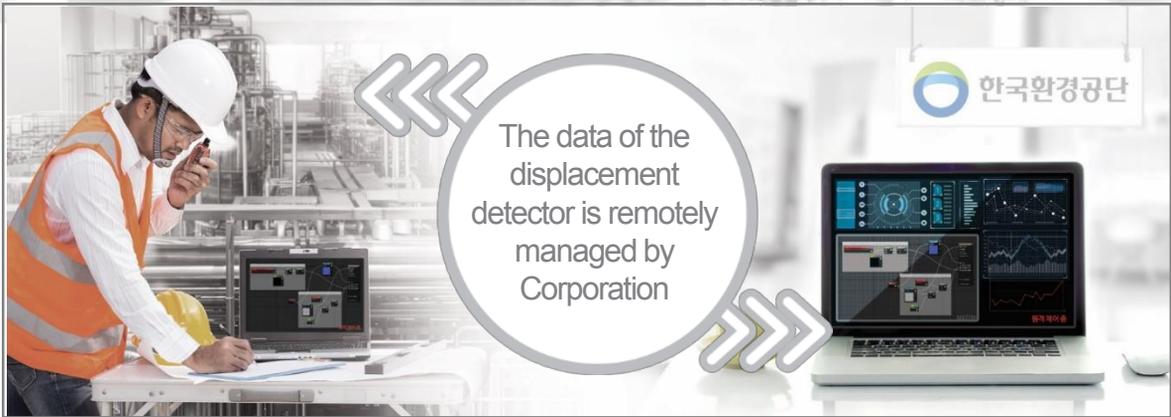
“We used to have a lot of issues with our unmanned parking kiosks. Now with RemoteView we have significantly reduced the need to dispatch onsite staff, and residents and customers have never been happier.”

Manager. Unmanned public parking lot in Songpa-gu

Contributing to environmentally friendly national development

Eco-friendly national development system of Korea Environment Corporation

with RemoteView.



Introduction background

The Korea Environment Corporation is a developmental and environmental organization that has 6 headquarters and 25 administrative offices all overseeing environmental regulations of major metropolitan areas throughout South Korea (east, west, Busan, Daegu, Chungcheong and Honam).

Under Korea's Framework Act to lower greenhouse gas emissions by 37% , the Korea Environment Corporation decided they needed a system to remotely manage and monitor their internal networks and mainframe from a single central hub. From there, they would be able to monitor their systems and track the energy conservation goals.

How to use

The Korea Environment Corporation manages emissions data through terminals and meters installed at sites around the country. It was often difficult to manage and oversee their operations independently and when issues arose they would have to manually dispatch specialists to the sites directly.

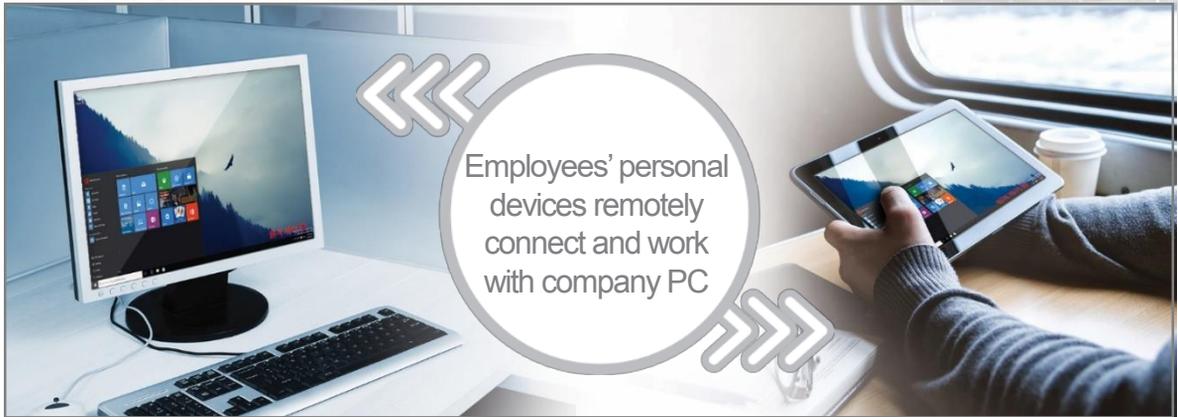
Having a remote access interface that enables to view, oversee and diagnose systems remotely, it would allow them to manage their systems, data, and exhaust emissions collectively in real time, and from a central location.

The effect of introduction

Introducing RemoteView allowed the organization to manage all systems remotely in real time from their terminal screens. Since its integration with the organization, RemoteView has been able to significantly increase their management efficiency and improve their system diagnostics and meet their environment objectives.

"In order to improve our national air quality, we oversee and manage data on exhaust emissions from major sites across the nation, selected by the Ministry of Information. Instead of having to independently measure emissions directly, RemoteView allows us to set up a comprehensive central management system and access sites directly."

1st in accounting program market share Duzon, SmartWork with RemoteView.



Introduction background

Duzon ICT Group is a data center focused on tech solutions geared towards SMEs. In 2011, they moved the headquarter to Chuncheon from Seoul and built a D-cloud center in order to keep up with their client needs and technology trends. Since the shift, the company moved away from the traditional commuting business structure to a telecommuting in order to make it easier on employees who live outside of the city.

How to use

While Duzon's relocation was vital for their ability to innovate and service their clients needs, it took a huge toll on much of their staff. To ease this, they transitioned to a more open, flexible telecommuting structure. Duzon also knew, in order to assist their offsite employees, they would have to figure out a way their staff would be able gain access to, and the support of key onsite equipment while they were away. That's why they turned to RemoteView's remote access and support systems.

The effect of introduction

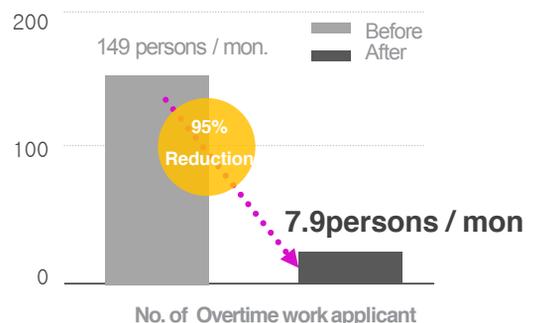
With RemoteView, Duzon was able to offer their staff with the support and resources they needed and keep their databases and equipment secure. RemoteView is the most reliable and secure remote access solution in the market, featuring 256 bit constant connection encryption, administrator batching, monitoring, and group settings, IP and location blacklisting and more.



"Since the relocation of our headquarters, we've had a rise in telecommuting employees, and because of RemoteView, we know we are providing everyone with the best and most secure tools they need for the job."

Management team: Duzon ICT group

The effect of RemoteView



The first copier in Korea

Sindoh's production history with RemoteView.



Introduction background

Sindoh is a IT solutions company that provides internet-based, smart printing and scanning solutions to growing companies. They're mostly known for selling customized multifunction printers (MFP) and leasing services to clients, alleviating the burden for a company to invest hundreds, if not thousands of dollars themselves. To do this, Shindo charges the companies a nominal monthly, per-use rate, which saves money not only in the short run, but the long run as well.

How to use

The most common question asked by corporate customers before they got their MFPs in their offices was why they should pay monthly or annual equipment rental fees instead of purchasing the equipment themselves. For companies that don't rely on frequent or heavy printing needs, standard monthly/annual equipment rental fees were seen as burdensome. That's when Sindoh came up with the idea to use RemoteView to monitor not only for their MFPs maintenance and repairs but to change their pricing policy to pay-per-use rather than at a standard flat rate.

The effect of introduction

Since Sindoh installed RemoteView onto their multifunctional solutions server, and has change their pricing structure, the company has seen a boom in business. They became more competitive against their competition with RemoteView, and they know exactly when one of their systems needs repairs or maintenance, and sometimes even before the client does. RemoteView has not only revolutionized their industry, but it made Shindoh a cutting edge leader in printing technology services..



"I wanted to provide a special service to companies that have low equipment usage. With RemoteView, not only is business booming, but we have revolutionized the industry in which we're in."