



Press release

Carl Lamm speeds customer service with Netviewer

Average time to resolve PC problems reduced by 50 per cent

London/Stockholm, 23rd June, 2008 – Carl Lamm, Sweden’s leading supplier of IT equipment and services, has chosen Netviewer one2one for fast and efficient remote customer support. Netviewer one2one enables Carl Lamm’s IT support team to view and access customers’ desktops remotely and resolve PC problems immediately – providing hands-on support without costly site visits.

With Netviewer Carl Lamm was able to reduce the time taken to fix PC problems significantly. “When Netviewer is used call lengths typically halve”, says Niclas Hansson, Teamleader Services at Carl Lamm. “In the past it usually took us about 25-30 minutes to fully resolve a problem by telephone alone. This has dropped to 10-15 minutes with Netviewer. In addition Netviewer has made site visits for routine issues almost a thing of the past.”

With over 550 employees Carl Lamm operates 25 offices across Sweden. Currently, approximately 60 IT personnel work with Netviewer, providing customers with real-time support via the web.

Netviewer was selected after extensive evaluation against leading competitors and was chosen for its ease of use and simple interface. The software runs without installation, requires no training and leaves no traces on the customer’s machine.

Niclas Hansson comments: “Everybody has found Netviewer to be an intuitive tool. Our only challenge is not to slip into the old habits of diagnosing problems via the phone then starting to talk people through solutions, but instead to start an ad-hoc Netviewer session and see and fix the issues firsthand, rather than being dependent on verbal descriptions.”



He continued, "Netviewer works out well for us and our customers. Any problems they have are fixed faster, so we can serve more customers, which makes us more profitable. As a result Netviewer will have paid for itself within the year."

Mattias Hägglund, Managing Director of the Nordic Countries, states: "With Netviewer companies can deliver cost-effective, 24x7 online supports to customers around the world. IT staff can start support sessions with just one click while every participant has full control over their PC at all times."

About Netviewer:

Founded 2001 in Karlsruhe, Netviewer (www.netviewer.com) is Europe's leading provider of real-time collaboration software with currently over 280 employees worldwide. The Netviewer service enables (business) users to view each other's PC screen simultaneously in order to work on all kinds of documents, calculations or graphs together - regardless of where the participants are located. Real-time collaboration and communication via the internet significantly reduce the time and cost of travel and thus increase productivity.

More than 14,000 corporations and SMEs from over 55 countries, including SolidEngineer, Carl Lamm AB, SignUp Software, Quadriga AB, Bayer, BMW, Daimler, Ernst & Young and SAP all rely on the ease of use the Netviewer tools offer. With headquarters in Germany, Netviewer has subsidiaries in Switzerland, France, The United Kingdom, The United States, The Netherlands, Austria, Spain, Italy and Sweden.

More information:

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About Carl Lamm:

Carl Lamm AB operates in the document and information management industry and has a nationwide organization with operations in 25 strategic locations in Sweden, offering solutions for customers' various IT environments. Carl Lamm is the exclusive Swedish distributor for Ricoh products, Philips voice management products, Francotyp-Postalia postage meter systems and distributor for Samsung multifunctional products. Furthermore, the company is a HP Preferred Partner and a Microsoft Gold Partner. Carl Lamm is listed on the OMX Nordic Exchange, Stockholm.

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