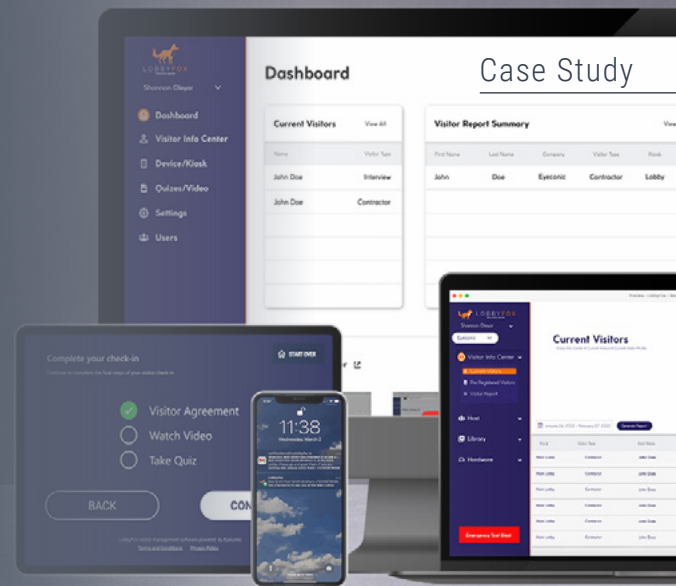




LobbyFox Saves Time and Money with TeamViewer Tensor

By updating, maintaining, and repairing its digital check-in systems 100% remotely, LobbyFox bolsters customer satisfaction.



Initial Situation

From its base in Bowling Green, Kentucky, LobbyFox produces highly-customizable, fully-managed software systems to automate and control guest reception, particularly in manufacturing facilities throughout the country. Its check-in kiosks, generally placed in office lobbies, collect data for facility administrators regarding the arrival of expected guests. LobbyFox welcomes visitors, and can be programmed to present them with print and video information regarding safety and policy compliance, or other essential facts concerning their visit. It can even quiz guests on the material covered before admitting them, sometimes requiring them to sign disclosures and waivers.

TeamViewer Solution

While some of its customers are tech-savvy, most have no interest in operating, maintaining, or updating the LobbyFox systems themselves.

LobbyFox had used a variety of products throughout the years to help address these issues by attempting to implement a centralized system for maintenance. But until they adopted TeamViewer in 2016 to remotely support its clients' devices, none of those products provided an adequate solution.

Now, LobbyFox can free its customers from maintenance and repair responsibilities, while providing a variety of other valuable benefits as well.

As Tyler Pedigo, Chief Financial Officer, LobbyFox, states: "Whenever a customer contacts us because their system has gone down, our technical team has been able to quickly remote in using TeamViewer to resolve the issue which creates a positive impression of our company. Because we're able to rectify issues so quickly, we often get really positive reactions from our customers."

Challenges

- ➔ With a workforce of just 20 serving numerous clients in locations all over North America, the tasks of keeping customer kiosks up-to-date, running properly, and adapted to evolving client needs would require LobbyFox to hire a significant number of new technicians if that work had to be done at the customer's site.
- ➔ Getting on the phone with customers and trying to explain how to resolve an issue with their system could easily require an hour of staff time. A local in-person visit would cost a minimum of \$250. Hiring a contractor would cost closer to \$2,500. None of these options are financially sustainable, or operationally scalable.
- ➔ When problems do occur, customers unfamiliar with the system would frequently mis-diagnose the issue, slowing its ultimate resolution.



Twenty minutes worth of work by our technical team here is the equivalent of \$2,500 worth of contractor visits and days of planning, to do the exact same thing."

Tyler Pedigo, Chief Financial Officer, LobbyFox

Results

TeamViewer technologies have effectively addressed a range of challenges facing LobbyFox.



Using TeamViewer technology, LobbyFox has been able to update, maintain, and repair its digital kiosks remotely.



It has also been able to eliminate the need for customers to update or manage their LobbyFox check-in kiosks themselves.



TeamViewer has enabled LobbyFox to demonstrate its system capabilities to prospective clients.



TeamViewer has been instrumental in making sure that its device counts are always up-to-date and accurate.



In addition, the company uses TeamViewer to quickly diagnose issues with its equipment no matter where it's located, and to improve productivity by sharply reducing the time required for system maintenance, which drastically reduces system downtime. Cost reduction is an important benefit, allowing the company to save tens of thousands of dollars on travel and contractor expenses.



TeamViewer software has enabled many of LobbyFox's employees to work seamlessly from home or other remote sites, while supporting customers throughout the country.



Teamviewer helped to increase customer satisfaction and ensure customer retention.

About TeamViewer

TeamViewer is a leading global technology company that provides a connectivity platform to remotely access, control, manage, monitor, and repair devices of any kind – from laptops and mobile phones to industrial machines and robots. Although TeamViewer is free of charge for private use, it has more than 625,000 subscribers and enables companies of all sizes and from all industries to digitize their business-critical processes through seamless connectivity. Against the backdrop of global megatrends like device proliferation, automation and new work, TeamViewer proactively shapes digital transformation and continuously innovates in the fields of Augmented Reality, Internet of Things and Artificial Intelligence. Since the company's foundation in 2005, TeamViewer's software has been installed on more than 2.5 billion devices around the world. The company is headquartered in Goppingen, Germany, and employs around 1,500 people globally. In 2021, TeamViewer achieved billings of EUR 548 million. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

About LobbyFox

LobbyFox is an industry leading business solution that notifies your staff when they have a visitor, gives automated visitor orientations, prints name badges for guests, and maintains electronic logs so that you can always and easily know who is and was in your facility at any given time. Whether your visitors are contractors, delivery drivers, vendors, or job applicants, all receive the precise amount of information needed to check in, and all receive a perfectly seamless experience. LobbyFox prides itself on its real, authentic relationships with clients, and works with them daily to provide customized solutions, specific for their needs.

Contact

www.teamviewer.com/support

TeamViewer Germany GmbH
Bahnhofsplatz 2
73033 Göppingen
Germany

TeamViewer US Inc.
5741 Rio Vista Dr
Clearwater, FL 33760
USA

☎ +49 (0) 7161 60692 50

☎ 1 800 638 0253 (Toll-Free)

Stay Connected



www.teamviewer.com