

Beam2Support

Remote Support over the Internet



What is Beam2Support?

Beam2Support is a remote support solution that enables access to a remote PC over the Internet. It allows companies to more rapidly diagnose problems and more easily implement solutions without the need for on-site visits. Companies can resolve software problems faster and more efficiently, which produces higher levels of customer satisfaction and lowers overall support costs.

Higher support efficiency

Industry analysts have found that software companies and VARs generate approximately 60% of their profits from support and maintenance contracts. However, roughly 80% of the cost for providing these contracts comes from resolving customer issues. So in order to increase profitability a company must improve their customer support process. This is exactly what companies achieve with Beam2Support.

Increased customer satisfaction

Research has shown that on average a customer has to call a company more than 2 times before their software problems are resolved. By the second call, however, the probability for future purchase drops from 76% to 55%. With Beam2Support more problems are resolved the first time a customer calls and companies achieve significantly higher levels of customer satisfaction, lower attrition rates, and higher revenues.

More than 1300 companies benefit from our technology



„Beam2Support completely convinced us because of the easy usability for both the supporter as well as the field agent who is looking for help.“

Heiko Harder
Software Engineer
YAHMAHA Music Central Europe



Advantages

- No installation required
- Firewall-friendly, no need to open additional ports in the firewall
- No ActiveX, no Java, no Flash required
- Instant ROI due to software as a service model

Features

- Remote Control
- Desktop Sharing
- Switch Viewing Direction
- Set Initial Viewing Direction
- File Transfer
- Clipboard Transfer
- Pointer
- Automatic Zoom
- Session Login on your Web site
- 256-bit AES Encryption
- Session Recording
- Application Selection