

# Beam2Support

## Case Study - Yamaha Music Central Europe GmbH



YAMAHA is one of the world-leading manufacturers of music instruments and equipment. For over 40 years the company has been active in Europe. In 2001, YAMAHA Music Central Europe generated revenues of over €200 Million. Currently they have over 600 employees in Europe and operate over 600 music schools.

***“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**  
IT-Division / Software Engineer  
YAMAHA Music Central Europe  
GmbH

### The Challenge

The sales area of the YAMAHA Music Central Europe GmbH covers the entirety of Europe. Within Europe alone, they have over 70 outside field agents. Therefore, the only way to support these agents was by telephone. Heiko Harder, Software Engineer of YAMAHA Music Central Europe GmbH greatly needed a solution to optimize the support time for the field agents and the support team. *“We needed a remote support solution to support our agents in the field with their hardware and software problems.”*

### The Solution

With the implementation of Beam2Support, the support staff members were able to connect to the field agents' PCs without preparation. They could then immediately diagnose and solve difficult support cases. *“With the help of the screen sharing, we are able to detect the problems much faster than we were previously with just the telephone.”* The highly user-friendly solution of Beam2Support offers a connection within only a few seconds. *“The incredible ease of use of Beam2Support convinced us immediately.”*

### The Conclusion

With Beam2Support YAMAHA was able to more effectively and economically support their field agents. Implementing system updates and resolving daily support cases were able to be done more efficiently. *“So far we have had only positive feedback from our agents. Beam2Support is a very cost effective solution and we are happy to recommend it as a support tool.”*

**About BeamYourScreen** - BeamYourScreen is a provider of innovative web collaboration solutions for small and medium sized enterprises. The product range comprises solutions for online meetings, online presentations, and remote support. Users especially benefit from significantly reduced travel time and travel expenses. At present, more than 1,300 companies in 40 countries worldwide use the BeamYourScreen technology. 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. Beam2Support is a registered trademark of BeamYourScreen.