



About CHT R. Beitlich

Headquarters:

Tübingen, Germany

Number of employees:

1,300

Lines of business:

Textile Refinement Industry

Target markets:

Textile Processing Industry

WebEx service in use:

Support Center, Meeting Center

Has been a WebEx customer since:

December 2001

CHT R. Beitlich Uses WebEx to Maintain its Leadership Position in the Textile Manufacturing Market

Since 1953, German-based CHT R Beitlich has been engaged in the development, production and marketing of auxiliaries for the textile industry.

Based in Tübingen, Germany, CHT is active in more than 50 countries throughout Europe, the Americas, the Far East and Africa. CHT is a project-orientated organisation allowing each manufacturing task it takes on to be specifically customised and is continually innovating and aims to maintain its lead in technological know-how. Innovation and customer-driven development is the basis of CHT's success around the world.

The Challenge

As a leader in their industry that takes technological applications very seriously, it is necessary to keep the most important IT applications of affiliates up to date with corporate IT infrastructure while successfully operating 19 subsidiaries in 50 countries.

"Providing our satellite partner offices with a sufficient level of technical support and maintenance was a massive task. There was sometimes too much to be done and not enough time in which to do it," explains Jürgen Rath, manager IT support at CHT R. Beitlich. "Managing and carrying out support tasks was more a question of prioritising the most important business functions given certain time and budget constraints."

CHT's support department felt that more could be done to get all the company's units and sister companies working using equivalent technology to achieve greater levels of productivity across the business.

"We needed to integrate a support function into our business that would allow us to communicate directly and personally with each of our offices without actually having to be there," continues Rath.

The Solution

At the beginning of 2002, Jürgen Rath and the support staff at CHT started using WebEx to provide its foreign associates with live online technical support. WebEx Support Center is an interactive internal and customer support service that allows real time diagnoses and resolution of technical problems over the Web. Support Center operates through a standard web browser interface and requires no installation of any specialist hardware or software.



"We chose WebEx because of its simplicity; there is no need for any installation and all you need is an Internet browser and connection. We were particularly impressed by the ease of use and functionality of the service. WebEx provides us with a way of dealing with problems around the world that otherwise would have required us to be there in person."

Jürgen Rath
IT Support Manager
CHT R. Beitlich

"We chose WebEx because of its simplicity; there is no need for any installation and all you need is an Internet browser and connection. We were particularly impressed by the ease of use and functionality of the service," comments Rath. "WebEx provides us with a way of dealing with problems around the world that otherwise would have required us to be there in person."

CHT is using WebEx Support Center to provide valuable IT support to the whole of the CHT Network. Rath and his Support staff in the Tübingen headquarters hold instant sessions with people in any of its remote offices and resolve IT issues using the intuitive Web browser interface. With features such as interactive desktop sharing and remote patch downloads, Rath is able to deal with a large proportion of technical problems within hours rather than days.

The Benefits

"We can do so much now that was impossible only 18 months ago," says Rath. "Managing the IT support of the CHT Network is no longer a trawl through endless problems and deciding which ones deserve to be solved. Now, most remote work is done through WebEx Support Center."

Rath comments that over the last few months, one colleague carried out six systems installations at satellite locations around the world – only having to travel to one of them. In this example, CHT's subsidiary offices needed to install Lotus Notes in order to be in line with CHT's company standard. Each of the installations required necessary specific settings for each license, so no "one size fits all" bundle could be distributed from CHT's headquarters. CHT sent Lotus software to each subsidiary, established WebEx Support Sessions with the responsible employees in the CHT subsidiaries and installed the client software, inputting the necessary settings for each office. WebEx was the fastest and the most uncomplicated way to do all the specific settings and everything could be tested at once. Rath estimates a cost saving of around €25,000 on the possible trips on this project alone, plus the additional time which would have been spent away from the office.

"Before we had WebEx, there was simply no choice in some circumstances, you had to go there and demonstrate the technology in front of people," explains Rath. "Now if we're standardising on a new piece of software, I can easily show it working on my desktop to colleagues in Durban, Hong Kong, Sao Paulo and Charlotte, NC all in the same day."

The Future

With the success of the implementation already being seen in results across the company, CHT R. Beitlich plan to go on using WebEx for all its future support sessions.



UK: WebEx Communications, Highview House, Charles Square, Bracknell, Berkshire RG12 1DF, UK.
Tel: 0800 389 9772 or email europe@webex.com

Europe: WebEx Communications BV, Zekeringstraat 48-1, 1014 BT Amsterdam, The Netherlands.
Tel: +31 (0)20 410 8700. Fax: +31 (0)20 410 8732.

For more information, or for the office nearest you, please contact us at www.webex.com/uk
© 2004 WebEx Communications, Inc. All rights reserved. All other trademarks are the property of their respective owners. WebEx and the WebEx logo are registered trademarks of WebEx Communications, Inc.