



Press release

Best Western Improves Member Support with Remote IT Service

Support via Netviewer speeds IT problem resolution and improves uptime.

London, May 20th, 2008 – Best Western Hotels Great Britain, part of the world's largest hotel group Best Western International, has selected Netviewer's one2one for remote IT support to increase system uptime for its member hotels and significantly reduce support overheads.

Best Western provides support for over 280 independently owned hotels across the country, and in excess of 150 internal and external employees. The hoteliers use their PCs to manage bookings, check guests in and access customer billing information. These computers are essential to ensure customers can enjoy a smooth check in when booking via Best Western and arriving at the hotel.

Previously when issues arose on members' computers that could not be solved via telephone, the PC was couriered to and from Best Western IT support to diagnose and resolve the issue. This process was time-consuming and expensive, and often resulted in hotels needing to perform manual transactions with this key system unavailable.

"We knew we needed to upgrade our process to cut out the time and expense of physically inspecting computers. Where we could not diagnose and fix a problem by providing instructions over the phone, the downtime was typically two days, while the system was sent to us, fixed and returned", said Kieran Darlow, IT Helpdesk Team Leader at Best Western.

Whilst reservations were still able to come through to the hotels without the booking software being available, it was much harder for staff to manage without the system. Furthermore, at £40 a time to courier malfunctioning computers each way, it wasn't cost effective.

Darlow continued: "We decided to deploy a remote support tool. We tried several, but Netviewer one2one stood out on both features and price. The cost of using Netviewer for just one month works out far less than collecting and returning two machines. It cuts costs and speeds up service, it is common sense.



Netviewer allows us to solve 90% of issues remotely. Hotels know when they sign up that we have a way to deal with IT problems, so there will be less down time making them more efficient, delivering better service to both them and their guests.”

Darlow said ‘ease of use’ was a key factor when selecting Netviewer’s one2one service. Shaun Sleath from the Best Western Milford Hotel in Leeds agrees.

“Netviewer has made getting computer support easy for our staff, it removes the difficulty of explaining a problem. The end user can simply show the support team what is happening, then hand over control to be either shown how to do something or for the helpdesk agent to resolve the problem directly.”

Growing Netviewer use in the UK

Best Western joins a rapidly growing group of companies reaping the benefits of Netviewer’s online support and meeting tools. Only two years after opening their UK office Netviewer has 670 UK customers who, in 2007, collectively used over 4.1 million minutes of Netviewer web collaboration time for online meetings and remote support.

Netviewer will be showcasing its solutions for the travel industry at this year’s Travel Distribution Summit (stand 77), taking place at the Business Design Centre London on 20th and 21st May 2008.

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 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 Daimler, SAP, Espresso Education, Capita, Admiral Insurance, British Horseracing Board, and Fidelity Investments 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.

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