

ISL Online helps an ERP software developer improve customer satisfaction and reduce support costs

Remotely support accountants and farmers using desktop PCs and mobile phones with ISL Online remote desktop suite

About the customer



Based in Ljubljana, Slovenia, Datalab is a global business enterprise resource planning (ERP) software developer that develops the ERP-System PANTHEON for general business functions, with specialization for agricultural holdings, accounting firms and the public sectors.

About the Partner



ISL Online, a pioneer of the remote desktop industry, provides cloud-based remote access, remote desktop,

live chat and web conferencing solutions to quickly, simply and securely connect millions of Internet-enabled devices across the globe.

Customer challenges and needs

Datalab needed a remote support tool that enabled software support technicians to instantly connect to customers' computers or mobile devices and fix their problems by taking full control of the remote desktop or just show customers how to solve problems through on-screen drawings.

Solutions

The ISL Online remote desktop and mobile support solution empowered Datalab to support more than 36,000 customers, while the ISL Light app for Android leveraged Samsung GALAXY Note 3 and Samsung GALAXY S5 devices to provide live chat and remote desktop capabilities in a single tool.

Benefits

The ISL Online solution enabled quicker response times and reduced support costs by 70%. The solution eliminated the need for in-depth customer problem explanations over the phone and customer site visits to set up computers. Plus, the solution's single-click support enabled customers to ask for help the moment they need it and received direct support on mobile devices, increasing customer satisfaction and retention.

"We are enthusiastic about ISL Light and are using it as a core support mechanism for our business software. We were particularly excited about how easy integration with our helpdesk and billing system was."

- Andrej Mertelj, CEO, Datalab

Added value from the partnership

Samsung KNOX Standard SDK

ISL Online focused on Remote Control API, an API supported by KNOX Standard SDK - a function sought by many partners. With this API, IT managers could remotely oversee employees' devices from a PC or mobile device, and ensure that the solution operates without the risk of personal or corporate data leakage.

Fast and knowledgeable support

Security was highly important to remote desktop users. Supported by Samsung's rapid and timely in-depth responses in this demanding field, the ISL Online solution was trusted by enterprise users worldwide.

A straightforward partnership

In contrast to many large companies, Samsung had a clear procedure for dealing with partners and their requests, which was followed closely. This procedure enabled partners to know whom to contact and when to expect answers, which was crucial in planning new features or complex integrations.

Legal and additional information

For more information

For more information on the Samsung Enterprise Alliance program and its partners, visit SEAP portal (seap.samsung.com) and go to;

- SEAP Partner Locator: Map of partners operating in a particular geography and specializing in a chosen vertical
- Partner Profile: Online profile that markets a partner's company information, awards and accolades, solutions, or geographic reach
- Solution Brief: Data sheet which allows enterprise customers, carriers, other partners, or Samsung B2B sales channels to learn an app.

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