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—Hank Kisiel, Pre-Sales Support Manager, VBrick Systems, Inc.

WebEx Support Center is critical to product support at VBrick.



LINE OF BUSINESS

IP Video Delivery Appliances

WEBEX SERVICE IN USE

Support Center and Meeting Center

SUMMARY

VBrick Systems, Inc. needed a reliable way to deliver real-time online support to customers worldwide. WebEx Support Center became key to VBrick product support, succeeding in dramatically reducing the length of support calls and the number of on-site service visits while increasing customer satisfaction.

ABOUT VBRICK SYSTEMS, INC.

Headquarters

Wallingford, CT

Number of employees

About 100

Target market

Education, Corporate, Government

WebEx Customer Since 2002

Founded in 1997, VBrick Systems, Inc. is a privately held company that enjoys rapid growth by helping customers successfully integrate mission-critical video applications across enterprise networks. With more than 25,000 video appliances installed worldwide, VBrick Systems provides complete solutions that capture and store live, real-time video and audio for managed delivery over local area networks and the Internet.

The challenge

In 2002, VBrick Systems was looking for a more effective way to support customers remotely. Providing customer support was often difficult because staff were forced to rely on what the customer told them the problem was. "When customers ran into trouble, it was hard to visualize what they were describing," recalls Hank Kisiel, Pre-Sales Support Manager at VBrick. "If I asked them to describe the problem or change a setting in the configuration, I had to rely on their interpretation." Without a clear way for customer support staff to see what was happening with the products, support calls could last for hours or require a video network engineer (VNE) to travel to the customer's site to troubleshoot the problem in person.

The solution

Kisiel set out to find a remote support solution that would enable access to customer devices and troubleshoot service problems more efficiently. Offering VBrick web-based remote desktop viewing and access, WebEx Support Center was exactly what Kisiel was looking for. A critical factor in Kisiel's choice was the robust nature of the WebEx MediaTone Network,

which is built on globally distributed servers that ensure fast, consistent delivery anywhere in the world. "High-quality remote support must be instantaneous, and the best-of-breed WebEx infrastructure ensured our customers would always have a fast, reliable support experience," notes Kisiel.

Taking advantage of WebEx online training resources gave Kisiel the tools he needed to rapidly launch Support Center throughout his organization. Kisiel simply set up user accounts and pointed users to the WebEx tutorials, with no need to create his own content or training modules. "Support Center is so easy to use. You just read the screen and you get it," Kisiel says. His staff started using it as a standard support tool right away. As VBrick's products have become more sophisticated, WebEx Support Center has been more deeply integrated into the VBrick support roadmap. According to Kisiel, "Our latest video-on-demand and portal servers would be incredibly difficult to troubleshoot without Support Center. It's a critical part of our support operations."

Since its initial adoption of Support Center, WebEx usage has migrated throughout the organization. For example, IT uses Support Center to troubleshoot and repair the sales rep laptops. In the past, reps had to send their equipment back to the manufacturer for diagnosis and repair. Even expedited repairs took at least three days, which meant three days of compromised productivity. With WebEx, VBrick's IT department can access their laptops remotely and do the troubleshooting online in real time.



The results

VBrick started seeing the benefits of WebEx Support Center immediately. Support call times decreased dramatically, in concert with a radically reduced need for onsite service calls. “We are providing support faster and more efficiently with WebEx,” notes Kisiel, “and that is resulting in lower costs and greater productivity.”

VBrick’s customers have accepted the WebEx solution with open arms. Now they don’t have to struggle through long phone calls with customer support or wait days for a service visit. Additionally, once a Support Center session is launched, the customer can stay on to troubleshoot with the VNE, or confidently leave the desktop knowing that Kisiel’s team will work to resolve the issue while they focus on more pressing issues.

VBrick also uses Support Center for remote instruction. Customers learn within

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troubleshooting sessions so they can solve similar problems on their own in the future, further reducing support calls. This is especially beneficial for VBrick’s resellers, who are responsible for tier 1 and tier 2 customer support and frequently require brief refresher trainings. Support Center enables VBrick to teach them remotely, so they can turn around and help their own customers more efficiently.

The Future

Kisiel expects Support Center and Meeting Center to become even more

entrenched as the company grows. Meeting Center is already an indispensable service that nearly every department in the company relies on to exchange important information. As VBrick’s products become even more advanced, Support Center will continue to be the critical component in its product support strategy. According to Kisiel, “Support Center has become an essential part of our support services toolkit. Without WebEx, we would not be able to engage in business as we know it today.”

HIGHLIGHTS

- VBrick was looking for a more efficient, cost-effective way to provide technical support for its installed base of video appliance customers worldwide.
- WebEx Support Center enables VBrick to view customer desktops remotely, speeding problem resolution and reducing the need for onsite service calls.
- VBrick achieved significant savings in both time and money spent on customer support issues.
- WebEx Meeting Center and Support Center have migrated for multiple uses across the entire organization.