

# Maximizing Remote Access ROI

Five ways remote access software improves your business.

# Something Has to Change

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You know that you need to improve your business processes, but you're struggling to find a new solution. Your IT team is currently operating on a series of disconnected applications and Band-Aid solutions, and you want to make your processes more efficient. When you finally find a tool that will make your life easier, you then need to justify the cost.

The key to making room in the budget is a firm understanding of return on investment (ROI). There are multiple ways to measure ROI, and not all of them are monetary. Before you start the calculation, you need to assess all of the benefits a remote access solution can offer. Whether you're an enterprise IT leader, IT operations manager, or help desk technician looking to streamline your IT services, it's important to identify the potential cost savings and profit gains that an enterprise remote access solution offers.

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## Improved Internal Efficiency

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Remote access and support solutions can transform your business by providing instant real-time access to employees, customers, and their devices from anywhere. Being able to establish remote connections quickly and easily is essential for enterprises. You want to maximize efficiency and minimize wasted resources whether you're remotely accessing files on your work computer or the service team is providing help desk support to customers.

Improving efficiency lets employees become more engaged in their primary job duties, which translates directly to improved ROI. In fact, **only 46% of the average employee's time is actually spent on their primary job duties.**<sup>1</sup> Getting bogged down in clerical work leads to a reduction in employee engagement, which is more serious than it sounds. Actively disengaged employees result in **"major financial consequences for businesses around the world; to the tune of \$7 trillion in lost productivity."**<sup>2</sup> Giving your employees the tools they need to work remotely and streamline processes will increase productivity, and revenue will follow.

A centralized solution with cross-device compatibility will also reduce face-to-face meetings and increase team collaboration. **Executives consider more than 67% of meetings a failure.**<sup>3</sup> Virtual collaboration can boost productivity in time that would otherwise be used for meetings, and video conferencing makes things simple when a scattered team does need to gather for a direct discussion.

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<sup>1</sup> <https://resources.workfront.com/ebooks-whitepapers/the-state-of-enterprise-work>

<sup>2</sup> <https://www.hrexchangenetwork.com/employee-engagement/articles/employee-engagement-on-the-rise-gallup-survey>

<sup>3</sup> [https://books.google.com/books?id=G3dIHRXZeQMC&printsec=frontcover&source=gbs\\_ge\\_summary\\_r&cad=0#v=onepage&q&f=false](https://books.google.com/books?id=G3dIHRXZeQMC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false)

# Better Performance Means Better Results

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When customers come to you for assistance, they're looking for quick solutions to their problems. If you can't provide answers, they're likely to take their business to your competition. Enabling your employees with a productivity tool can help them focus on the best possible customer service.

Giving your customers a speedy resolution to their problem drives a customer's loyalty and can turn them into your advocates. By leveraging remote access software, you can serve more customers in less time, increasing solution rates while cutting the cost of site visits. **Remote access can help you decrease your average resolution time and reduce time spent on chat tickets by as much as 25% a month.**<sup>4</sup>

If your customer satisfaction increases, so does your retention, which translates directly to profit. **All it takes is a 5% increase in customer retention to increase profits by more than 25%.**<sup>5</sup> When you implement a remote access solution, don't forget to establish your baseline metrics in order to map back to your investment ROI.

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<sup>4</sup> [https://resources.teamviewer.com/hubfs/2017\\_Q4\\_KAM\\_Webinar/TeamViewer%20with%20Microsoft%20Intune%20Webinar%20Recording%20Final.mp4](https://resources.teamviewer.com/hubfs/2017_Q4_KAM_Webinar/TeamViewer%20with%20Microsoft%20Intune%20Webinar%20Recording%20Final.mp4)

<sup>5</sup> <https://blogs.adobe.com/documentcloud/lets-clear-the-paper-jam/>

# Quick and Easy Implementation

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When you're building a house, you can't just buy a hammer and hope for the best. You need blueprints, materials, and an expert team to put it together. The same logic applies to implementing a new software tool in your enterprise. You will need to have a plan for implementation and an idea of the overall impact to business infrastructure.

When shopping for remote access tools, look beyond the features list and ask yourself:

- Does the proposed solution require new devices or other existing resources?
- Will business downtime be required to install the remote access solution?
- Will there be a cost for training?
- How well does the new solution integrate with existing processes and applications?
- Does it offer bank-level encryption and configurable security options?



A best-in-class solution will be simple to implement, won't require any complex steps for your customers, and will easily integrate into your business processes with minimal training. You will also be able to synthesize processes and reduce the costs of maintaining multiple subscriptions and disconnected applications. Over 80% of business leaders claim to have problems arise from various internal systems and applications that don't 'talk' to each other, which leads to time (and money) wasted.

Companies can see a return on their investment in the form of improvements to service metrics very quickly. In fact, **it's possible to see as much as a 23% increase in key service metrics like first call resolution within one month of implementing new remote access software.**<sup>6</sup> However, you need to continually assess and project over a long period to start seeing those service metric improvements translate into revenue. Make sure you give everyone the opportunity to test every feature of the remote access solution you want to implement.

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<sup>6</sup> [https://resources.teamviewer.com/hubfs/2017\\_Q4\\_KAM\\_Webinar/TeamViewer%20with%20Microsoft%20Intune%20Webinar%20Recording%20Final.mp4](https://resources.teamviewer.com/hubfs/2017_Q4_KAM_Webinar/TeamViewer%20with%20Microsoft%20Intune%20Webinar%20Recording%20Final.mp4)

# Conclusion

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When used effectively, remote access software will pay for itself and then some. When shopping for software to meet your business needs, you should look for something that allows you to connect easily with customers, collaborate with your team, and improve the way you do business. Once you've chosen a solution, monitor performance and customer satisfaction data to get the complete picture on how your investment is helping improve your business practices and return greater profits.

TeamViewer offers remote access and support solutions for enterprises of all sizes, across all industries.

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