

success story

NETOPIA® AND STIMPSON INC.



BACKGROUND

Back in 1852 Edwin B. Stimpson started Stimpson Inc. Co. (www.stimpson.com). Stimpson has grown to be a manufacturer providing the largest variety of standard and special eyelets produced by any one company in the world. Eyelets, Grommets, Washers, Hole Plugs, Shells, Hooks, Spinners, and Vents are words not usually associated along side remote control software. However with a technology staff of only five and offices in multiple locations, it was necessary for Stimpson Inc. Co. to have a remote control solution to keep their business running smoothly.

Stimpson has two offices, one in Bayport, New York where the technical staff is housed, and one in Pompano Beach, Florida where the main computer users work with no technical staff. Before Timbuktu, the technical staff in New York would attempt to solve employees' issues in Florida over the phone. This caused countless hours to be wasted, an overburdened technical staff and frustrated employees. After purchasing Timbuktu Pro, Stimpson was able to provide hands on support from anywhere.

Timbuktu's unique cross platform remote control solution was also perfect for Stimpson's mixed computer environment, containing Macintoshes and PCs. It enabled Stimpson's staff to access all necessary machines within the company at any time.

HANDS ON SUPPORT WITHOUT BEING THERE

With Timbuktu, the only time that the staff in Florida needs somebody to actually put their hands on a computer is when there is a hardware issue. Any kind of software issues that are not preventing the machine from starting up, the staff in New York can fix with Timbuktu, which allows them to troubleshoot virtually instantaneously. Timbuktu remote control software allows the technical staff to take control of the employee's screen and see what the problem is with the added bonus that the employees can see what the technician is doing and can then learn how to solve the problem themselves the next time it occurs.

CHALLENGE

To support employees in multiple locations with a small technical staff; reduce time spent troubleshooting employees issues.

ENVIRONMENT

Macintosh and PC

SOLUTION

Timbuktu Pro Enterprise

BENEFITS

- Significant time and travel savings.
- Employees receive real-time training.
- Troubleshoot problems from anywhere.

"IT HAS SAVED US THE SALARY OF A COMPUTER SUPPORT PERSON FOR SURE, ALONG WITH TRAVEL COST SAVINGS."

Cory Rau, Assistant Vice President, Stimpson Co., Inc.

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Cory Rau is the Assistant Vice President at Stimpson and has been with the company for over ten years. Stimpson has used Timbuktu ever since they had a network. "If every time we had to delete finder preferences or something silly like that, if they had to send their computer to us or we had to talk them through their issues over the phone, I am sure the employees would be completely miserable because the technical staff gets at least a couple of calls a day just for minor issues. Although the employees may be able to operate they would be living with little annoyances a lot more because they would know every time they had a problem we would have to get on the phone with them and walk them through a troubleshooting process. It is extremely difficult to walk a novice computer user through this troubleshooting process. It would be a colossal waste of time and fruitless in the end. I don't know how we would deal without Timbuktu," commented Rau.

GEOGRAPHICALLY DISPERSED TRAINING

Timbuktu is also used for training purposes at Stimpson. "Employees in New York conducting training on a new database system can walk the employees in Florida through the training by remotely controlling their machines. They take them through processes like entering an order or correcting an inventory record. This is such a quick way to train our employees on new programs regardless of where they are located," said Rau.

"We're able to solve at least half of the problems our employees encounter via screen control of either the user's computer or the server located at their facility.

I also use file exchange to constantly update Spam filter rules on our mail server. Many of our servers have no monitors attached and that's only possible because of screen control with Timbuktu," said Rau.

NUTS, BOLTS & REMOTE CONTROL SOFTWARE

Due to Timbuktu, it is not necessary to have a support person working in the Florida location. This saves Stimpson the cost of a staff member. "In a perfect world we would have a support person in Florida but we are not going to pay someone \$35,000 a year or whatever it would cost to do that. We are able to avoid it because of Timbuktu. It's saved us the salary of a computer support person for sure along with travel cost savings. It adds up to be a significant amount saved due to using Timbuktu for remote control support," commented Rau.

"FOR MANY YEARS, TIMBUKTU HAS MET MY EXPECTATIONS AND I WOULD ABSOLUTELY RECOMMEND IT TO ANOTHER COMPANY WITH OFFICES IN MULTIPLE LOCATIONS AND THE TECHNICAL STAFF HOUSED IN ONE."

Cory Rau,
Assistant Vice President
Stimpson Co., Inc.

For Stimpson, using Timbuktu has saved them the salary of another support person. Solving employees' issues and training them in real time have also saved countless hours. Timbuktu allows the technical staff to control the employees' machine, which is the fastest and most cost-effective way of solving the problem. It also aids in improving employees'

productivity since their problems can be resolved almost immediately. Most employees at Stimpson have not experienced life without Timbuktu, and they are certainly much happier because of it.

"For many years the software has met my expectations and I would absolutely recommend it to another company with offices in multiple locations and the technical staff housed in one," said Rau.

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