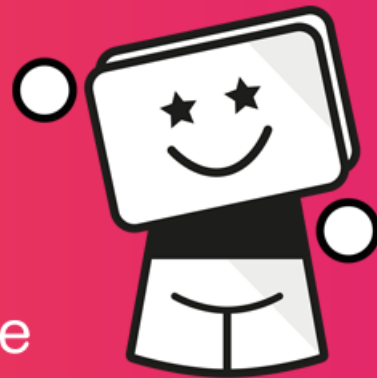"deskMate gives us that flexibility we've been looking for so long. We do not only save on license and administration costs. Employees can now work from home, reducing our need for office space. "

deskMate
POWERED BY KIVITO

Cloud WorkSpaces made simple

Achieve more flexible and affordable customers - with Kivito deskMate

The owner-managed company was founded in 1980 in Frankfurt. Since then, the focus has been on holistic customer care. For this purpose, all direct marketing tools such as inbound, outbound, data collection and market research are used, which take into account all phases of the customer life cycle.
In the three locations up to 90 agents take care of the customers. The first location in neighboring countries is planned for 2017.

Flexibility, flexibility, flexibility:
Modern call centers have to face many challenges. The clients expect above all flexibility in short-term campaigns and seasonal orders. The security of the customer data must be guaranteed under all circum-stances. The option of working at home is required by many applicants. With the IT infrastructure required for these challenges, even medium-sized call centers often reach their limits.
Previous solutions are sometimes very complex in application and administration and can not be flexibly scaled.

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CHALLENGES

- Due to strong seasonal fluctuations, Desktop HW and SW licenses had to be kept even if they were not needed at all.

- The short-term deployment of new desktops was only possible with great administrative effort.

- Particularly sensitive customer data should be collected on systems separate from other customers.

- Central data storage of all locations in a data center desired.

- Backup and timely restore of server and desktops was not possible.

- Data abuse at home workplaces could not be guaranteed.

SOLUTION

- "Installation" of all call center desktops centrally in the deskMate data center.

- Applications and data are located in the secure ISO 27001 certified deskMate data center in Germany.

- Easy restore of desktop images within minutes.

- Monthly billed service from a German, highly secure data center with monthly notice periods.

- Accessibility of employees via HTML5 browser from any location or even from home.

- Various preinstalled customer images can be rolled out centrally within minutes.

ADVANTAGES

- Network-technically isolated environments without much effort.

- Extend the "lifetime" of physical desktops by 3 to 5 years.

- Desktops are always up to date. The administrative overhead of updating has been significantly reduced.

- Flexible subscription and withdrawal of desk tops with variable monthly billing. Ideal also for campaigns and seasonal orders.

- USB forwarding and "Copy & Paste" function can be activated and deactivated centrally.

- Pooling requires fewer licenses.
- Employees can easily work from home without security compromises.

About deskMate:

deskMate is a trademark of Kivito GmbH.

deskMate is based on the trueDaaS technology, a cloud generation software developed in Germany of the newest generation. The technology enables the use of any software - independent of the underlying operating system - on a virtual desktop. With deskMate, the company also offers desktop-as-a-service (DaaS) "made in Germany" for small and medium-sized companies. The processing of the data takes place exclusively in German data centers with the highest security standards.

In 2014, the trueDaaS technology was recognized by the Experton Group as a rising star in the cloud desktop sector. In September 2016, deskMate was confirmed by Forrester Research as one of the world's leading cloud workspace technologies.

More information and a free trial at www.deskmate.cloud

More information about the company Kivito GmbH: www.kivito.com