

Heritage Bank of Commerce increases productivity

With TeamViewer, IT supporters are now able to jump onto a computer to resolve issues in a matter of minutes

Founded in 1994, Heritage Bank of Commerce is a premier community business bank in the heart of Silicon Valley—a bank founded by businesspeople, for businesspeople. The Heritage Bank of Commerce proven team of professional bankers combine experience and commitment, offering high-touch service and premium solutions designed to build long-term client relationships.

Strength, stability and community service are the founding ideals of the Heritage Bank of Commerce. Reinforcing these themes is central to every activity the Heritage Bank of Commerce team commits to.

With branch locations scattered throughout Silicon Valley and an IT support team dedicated to over 200 Heritage Bank of Commerce employees, finding the most effective route to quality IT support was a challenge.

Sending the Heritage Bank of Commerce IT team on location to each branch provided quality assistance, but the time lost in travel was not a sustainable support model. To solve this issue, Rob Akiyama Heritage Bank of Commerce AVP / Client Support Supervisor, began researching and experimenting with remote support software.

The concept of remote support software was appealing, though initial software tests proved the technology was slow, establishing a connection was complicated, connectivity was limited to the Heritage Bank of Commerce LAN, and solutions were expensive.

HERITAGE BANK OF COMMERCE

The Fine Art of Banking

Established in 1994, Heritage Bank of Commerce is headquartered in San Jose, with full-service offices in Los Gatos, Fremont, Danville, Morgan Hill, Gilroy, Mountain View, Los Altos, Pleasanton and Walnut Creek. Heritage Bank of Commerce is an SBA Preferred Lender with Loan Production Offices in Oakland, Sacramento and Santa Rosa, California. The parent company, Heritage Commerce Corp, is a bank holding company established in February 1998.

For more information about the Heritage Bank of Commerce, please visit: www.heritagebankofcommerce.com

Challenges

- ✓ Support over 200 employees in ten branch locations
- ✓ Preserving security throughout the remote access process
- ✓ Increase ratings on customer satisfaction surveys



Solution

The Heritage Bank of Commerce selected TeamViewer as their remote access software of choice, enabling the six person IT staff to effectively support over 200 employees in their ten branch locations.

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Specifically designed for businesses, TeamViewer combines remote access software with an unlimited account database which can record and support session details.

Connection details, including hardware specifications, ID and password information, as well as previous issue and resolution details are all included in this database, updated in real-time, to make subsequent support sessions as efficient as possible.

User-friendly interface

Implementing TeamViewer was very straightforward and the software was manually installed on all relevant computers. Thanks to the user-friendly interface and optimized technology, connecting takes mere seconds.

Resolving issues in a matter of minutes

With TeamViewer, IT supporters are now able to jump onto a computer to resolve issues in a matter of minutes. This has resulted in increased productivity for both the IT supporters and Heritage Bank of Commerce staff.

Preserving security throughout the remote access process, TeamViewer is encrypted with AES 256 bit encoding. In addition, TeamViewer works behind firewalls, eliminating user reconfiguration. Further ensuring quality standards, TeamViewer is Fiducia certified, meeting the high security demands inherent in the financial sector. TeamViewer has also received ISO: 9001 Quality Certification, and is one of the only remote support companies to receive this international quality management recognition.

IT supporters are now able to connect in seconds and solve issues in minutes, increasing productivity for both IT supporters and the Heritage Bank of Commerce teams.

“Simply put, TeamViewer offers the most bang for the buck.” **Rob**

Akiyama, Client Support Supervisor, Heritage Bank of Commerce

“Simply put – TeamViewer offers the most bang for the buck. When researching remote software, cost is an obvious consideration. TeamViewer is priced very competitively, with a one-time fee comparable to the annual fees charged by competitors on the market”, says Rob Akiyama, Heritage Bank of Commerce AVP / Client Support Supervisor. “I also appreciate the simplicity of the interface, which makes connecting fast. Most importantly, quality of the TeamViewer connection is reliable, meaning we can count on TeamViewer to solve problems under even the most strenuous circumstances.”

Elyse Jameson, VP Regional Operations Training adds: “When people are encountering problems with a process or application, I use TeamViewer to remote in and watch how a user is performing. From there, I evaluate the issue and determine whether the problem is with methodology, training, or the banking software.”

TeamViewer GmbH

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world's most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit:
www.teamviewer.com

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