



CASE STUDY
Keysight Technologies

Customer Service

CUSTOMER

Keysight Technologies (NYSE: KEYS)

SECTOR

Technology

COUNTRY

Spain

DATE

2018 - Today

THE CHALLENGE

Keysight Technologies wanted to be more efficient in their customer service department. They were searching for a new technology to upgrade their department and they found the solution in Wideum's Remote eye.

BACKGROUND

Keysight Technologies (NYSE: KEYS) is a leading technology company that helps enterprises, service providers and governments accelerate innovation to connect and secure the world. Keysight's solutions optimize networks and bring electronic products to market faster and at a lower cost with offerings from design simulation, to prototype validation, to manufacturing tests, to optimization in networks and cloud environments.

Customers span the worldwide communications ecosystem, aerospace and defence, automotive, energy, semiconductor and general electronics end markets.

They can now solve the following pain points:



Respond to their customer's requests faster



Add customer value



Maintain their equipment remotely

THE SOLUTION

Keysight is one of Wideum's rich portfolio of international clients who trust RemoteEye to deliver technical service to their own customers. They have been getting smart glass software and hardware support from Wideum since 2018, using the remote assistance solution as complementary accessory on top of their support contract that helps to speed up the response to their customers' requests, mainly with Realwear HMT-1 smart glasses. They currently own more than 150 units.

Since last year, they are also seeing increased demand from their internal organization to use this solution for remote training and communication purposes.

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“We see a bright future in the business partnership with Wideum primarily because we are seeing product initiative improvement from the team and most importantly, the flexibility and fast responsiveness that keeps us engaged.”

Adrian Cheong
Technical Product Manager at
KEYSIGHT

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WHY WIDEUM?

Wideum is a global leader in remote service technology and innovation in applications for smartphones, tablets and smart glasses.

Our proprietary software allows users to execute difficult tasks and also provides for operation maintenance with remote assistance thanks to information sharing between field service operators and support departments.

Solutions like:



include real-time data and knowledge sharing that enable increased productivity thanks to the significant reduction in costs and machinery downtime.



BENEFITS

We help your company with the best remote assistance products and solutions that empower your technicians. In addition, they add value to your customer service and thus, you can monetize your post-sales service.

We know that having the best performance and execution is important for you, which is exactly why we want to help you with:

