

*“For our customers, time is money, and so the most important thing is that we can handle customer support much faster, improving the overall DeLaval customer experience.”*

Mario Aguado  
Senior System Specialist,  
DeLaval

 **Challenge**

Supporting a customer base that is global, multi-lingual and, in some cases, very remote can be quite the challenge, and this is the type of customer base that DeLaval supports daily. The thousands of farmers who rely on DeLaval need to be confident that when a problem occurs, it will be resolved as soon as possible. Their produce and livelihood can depend on it.

Without remote access to devices on the farm, troubleshooting involved testing and changing of configurations, taking backups and emailing log files between the farmer and the support team to solve the problem. While the process worked, it took time and effort on all sides, and DeLaval believed that there had to be a better way that would benefit them and their customers: the farmers.



DeLaval is the worldwide leader in milking equipment and solutions for dairy farmers, who make sustainable food production possible, ensuring milk quality and animal health. DeLaval was founded more than 135 years ago in Sweden. Today, DeLaval has over 4,500 employees and operates in more than 100 countries providing solutions that thousands of farmers use every day. [www.delaval.com](http://www.delaval.com)

 **Solution**

During evaluation, the DeLaval team quickly ruled out having multiple software solutions across the globe. They wanted a single secure global solution to meet their requirements. Any solution that did not pass the security audit would not make it to the next stage.


DeLaval also needed an endpoint management solution that could be used by people of varying technical skills from farmers right through to top-level support in the global DeLaval team; ease of use was of principal importance.

Finally, the solution needed to include many global languages since DeLaval has a global customer footprint. From the Americas to Europe to Asia-Pacific, farmers would be using this solution to help resolve their issues, so having it available in their language would make things that much easier.

DeLaval deployed LogMeIn Central, connecting thousands of farms in over 100 countries around the world. Simplicity of implementation and ease of use have transformed how the farmers are supported.

“We are now able to monitor the system and immediately fetch log Files where we have hard facts compared to secondhand descriptions of what the problem might be,” said Fredrik Karlsson, product manager at DeLaval. “That, I believe, has improved our service level towards our customers in a great way.”

 **Result**

-  **One global solution**
-  **Easy implementation**
-  **Clear visibility of issues**

LogMeIn Central has transformed how DeLaval supports their customers. Many trouble tickets are now resolved within the hour. The support team use unattended access over 200,000 times per month, which means that the problem solvers can see the issue for themselves and resolve it in real time, with little or no support from the farmer. This is also used proactively to identify if a fault is likely to happen and fix it before it becomes a service-affecting issue.

“Support can connect and see things remotely, and they can sort out the problems way faster,” said Mario Aguado, senior system specialist at DeLaval. “And if they need to transfer a file, they don’t have to ask the farmer to go and pick a file and send it to us.”

LogMeIn Central provides an additional benefit for farmers by giving them visibility of their devices on the farm. When they are out doing other farm work, they can check up on their systems remotely, which is a massive value add.

Want to learn more about LogMeIn Central?  
Visit [www.logmein.com/central](http://www.logmein.com/central)