

CHILI SECURITY

BEYONDTRUST ENABLES WORLD-CLASS SERVICE



Company: Chili Security

Location: Odense, Denmark

Size: 50 employees

Industry: Technology

Product: Remote Support

Company Snapshot

Chili Security provides technology support to private users and small businesses in Denmark. The company was established in 2014 when Martin Larsen, the company's CEO, recognized a need in the market by consumers who purchased off-the-shelf software solutions, but struggled to find easily accessible aftermarket support. Working with a business-to-consumer subscription model that allows customers to call for help with any IT problem, today Chili Security is the go-to-technical helpline for more than 100,000 customers.

The company supports hardware issues for computers, printers, routers and other connected devices, as well as software issues with Microsoft Word, email and Skype. Chili Security also offers help with virus protection for cyber security threats, online privacy protection and computer hacking. Additionally, customers can take advantage of online cloud storage and file sharing.

Michael Hede, Technical Leader at Chili Security, heads up the tech support team.

Use Case - Scalability

Prior to using BeyondTrust, Chili Security used TeamViewer for its remote support assistance. However, TeamViewer didn't offer the scalability needed to support the company's fast-growing customer base. The solution itself was slow and required cumbersome manual processes, such as having to copy and paste customers' passwords and session IDs. Additionally, there were concerns with TeamViewer's security measures. Chili Security began looking for a remote support solution with more advanced features and a high-level focus on security.

"It is rare to find a company like BeyondTrust that matches the support level we provide our own customers.

BeyondTrust's support is beyond excellent. We are extremely happy we made the switch to BeyondTrust from TeamViewer."

MICHAEL HEDE, TECHNICAL LEADER

Why We Chose BeyondTrust

The biggest selling point when evaluating BeyondTrust was its ability to record every remote session and form a detailed audit trail. This capability provides material for session analysis and training to support Chili Security's mission to deliver world-class service. Canned Scripts customization is another feature that sold the company on BeyondTrust, as it saves a tremendous amount of time when helping customers. With one click, BeyondTrust's Canned Scripts automatically runs a pre-programmed script to solve common IT issues and executes the commands necessary to the customer's computer to resolve the issue in just seconds.





Our BeyondTrust Product

Chili Security chose BeyondTrust Cloud for Remote Support to improve the support experience, reduce infrastructure costs without capital outlay, and provide the needed scalability for growth. Chili Security regularly uses the following features:

- **SESSION RECORDING:** The ability to record enables the team of 33 support technicians to track team performance as well serve as a training resource for continually improving their service level.
- **CANNED SCRIPTS:** Canned Scripts make it possible to pre-program routine sets of commands, such as those required to update antivirus software, and run them with a single click. Process time was reduced from up to 25 minutes to under 3 minutes.
- **FILE TRANSFER & SCREEN SHARING:** These features enable fast problem resolution. File Transfer makes it possible to quickly load files on remote devices, and Screen Sharing allows support reps to collaborate on issues and perform training with a user during a live session.
- **BEYONDTRUST BUTTON:** Chili provides its customers with the BeyondTrust Button, so users can initiate a remote support session with just one click for even faster issue resolution.

Our BeyondTrust Success

Switching to BeyondTrust from TeamViewer brings many benefits to Chili Security, primarily the ability to deliver on its mission to provide world-class service with seamless, high-quality remote support. Chili Security can now provide that stellar service with fewer employees because BeyondTrust's automated features make it possible for each technician to handle more jobs, reducing labor costs. Given Chili Security's rapid growth, the company estimates that if it hadn't made the switch to BeyondTrust, it would need four times the employees it has now to service its expanding customer base.

Future Plans

Chili Security likes the fact that BeyondTrust listens to ideas on how to further improve the solution. Going forward, one thing Hede would like to implement is the ability to integrate BeyondTrust into the company's Active Directory that houses the Chili Security client list. Then, whenever a customer is onboarded into Chili Security's database a BeyondTrust profile would be created simultaneously, eliminating another manual task.

"Given Chili Security's rapid growth, we estimate that if we hadn't made the switch to BeyondTrust, we would need four times the employees we have now to service our expanding customer base. BeyondTrust's automated features make it possible for each technician to handle more jobs, reducing labor costs."

MICHAEL HEDE, TECHNICAL LEADER

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. We are trusted by 20,000 customers.

beyondtrust.com