

Success Story: BD Medical Technology Company



Global medical technology company BD relies on Help Lightning to provide dynamic remote support and robust service for customers throughout the world.



Problem

BD's technicians and engineers were helping customers fix complex medical equipment over the phone or had to send specialists to fix problems onsite.

Solution

Help Lightning enables BD to provide dynamic remote support to customers, internal technicians and engineers that is as effective as in-person.

Benefits

- ▶ **Exceptional customer support:** Merged reality view enables high touch remote support to help customers with even the most complex problems.
- ▶ **Train teams remotely:** A 3D shared view that can incorporate tools and annotations overlaid onto the screen allows BD to effectively train customers remotely.
- ▶ **Efficient in-person support:** When required, engineers arrive onsite fully prepared. This saves time and costs for BD and their customers.

EU System Support Engineer Level II at Becton Dickinson (BD), Stefano Bonelli, shares why BD relies on Help Lightning to support and train customers and internal employees throughout the world.

High Touch Remote Support for Customers

Prior to using Help Lightning, BD utilized a solution for remote control of customers' computers and workstations to assist when help was needed. Anything requiring support on machine parts typically led to a phone call, which was not effective.

"Help Lightning was a game changer because we can now see exactly what the customer sees. The merged reality allows us to point to the same image and explain what to do. It is very impactful, and customers generally love it. Many customers in need of support now request Help Lightning, and it is part of our comprehensive support package."

Effective Remote Training for Technicians and Engineers

Help Lightning enables BD to effectively train teams when support engineers are unable to be physically onsite. Remote training boomed during the pandemic, and it continues to be a go-to solution even as travel restrictions and lockdowns start to ease.

"Help Lightning was critical during the pandemic. Everyone was on lockdown and we could not go train onsite, especially in hospitals. Without Help Lightning there would not have been a solution for training. It really made all the difference."

More Efficient In-person Support

When in-person support is required, BD engineers and technicians now have the ability to arrive onsite fully prepared to resolve the problem quickly. A pre-visit Help Lightning call shows what parts and specialists are needed.

"We are able to see the problem and diagnose it before sending an engineer. With Help Lightning, we can pinpoint problems and the parts needed. The more prepared they are, the better for us and for our customers."



Help Lightning's Remote Visual Assistance software provides real-time video collaboration enabling company experts to work virtually side-by-side with anyone needing help, anywhere in the world. Ideal for complex equipment maintenance, repair, and training.

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