



How Bechtle IT System House Chemnitz Training Centers Leveraged Splashtop Enterprise for Computer Labs



Summary

Like many companies, Bechtle IT System House Chemnitz was disrupted by COVID-19. This was particularly disruptive to the company training centers shut down due to the pandemic. Johann Geßner, Service Desk Agent at Bechtle IT System House Chemnitz, explains how and why his company leveraged [Splashtop Enterprise for remote labs](#) to quickly and cost-efficiently reinvent the way they provided IT training during the pandemic.

Challenge: Ensuring continuity of training centers while keeping a low operational cost

Bechtle IT System House Chemnitz has training centers in Chemnitz, Dresden, and Cottbus. Each of these centers is equipped with computer rooms and accompanying training software. Up until COVID, this set-up worked great for providing training to secretaries, P. A's, and IT administrators on the cloud, servers, networks, and other IT topics.

With the lockdown, the on-site training centers could no longer operate due to social distancing and other safety measures. "...For a training center that would like to make some revenue, shutting down was not an option," said Johann Geßner. The training centers also operated at a high cost since they required investing in labs with data centers.

Johann Geßner thought there must be a cost-efficient way to remotely operate the training centers during the pandemic, so he started looking around for solutions. He first looked into remote software products familiar to him but these products turned out to be expensive and complicated solutions. "For these solutions to work, it would have required that we buy a lot of expensive hardware and internet access," explains Johann. "We are talking about an investment of almost 150,000 euros."

He further explains that these solutions were also very complicated and were not as user-friendly as Johann had hoped. "They required every user to start downloading some complicated software and implement some certificates which was not practical in a lockdown," said Johann.

Johann then turned to VPN and RDP and tested about nine solutions that did not work out. "These solutions were semi-good," he said. "The challenge was that we needed to be careful because according to data protection laws, we are not allowed to pass on the addresses of our customers anywhere, and we were not happy with the security risks of implementing VPN"

That's when Johann Geßner discovered [Splashtop Enterprise for remote labs](#).

Case Study

About Bechtle IT System House Chemnitz



Founded in 1993, and located in Germany, Bechtle IT System House Chemnitz is a leading IT service provider offering IT consulting, managed services, and comprehensive IT training programs in Chemnitz, Dresden and Cottbus.

[Learn more about Bechtle IT System House Chemnitz](#)

Splashtop, Inc.
www.splashtop.com

About Splashtop Enterprise for Remote Labs

Splashtop Enterprise for remote labs enable academic and training institutions to enhance and support their learning programs by enabling students and teachers to remotely log into and use computer lab machines just like they were sitting at the computers.

- Access Windows, Mac, and Linux computers from any other Windows, Mac, iOS, Android, or Chromebook device.
- Remotely control computers with ease over fast connections (streaming in 4k) with HD quality and sound.
- Get the top features needed to stay productive while working remotely, including drag-and-drop file transfer, remote print, remote wake, remote reboot, chat, and more.
- Save up to 80% or more when you choose Splashtop over other more expensive remote access products.
- Use the scheduled remote access features to schedule open lab hours and specialized lab sessions enabling different groups of students to remotely access the computer lab during their scheduled class time.

[Learn more about Splashtop Enterprise for remote labs.](#)

“Splashtop Enterprise helped us save the year. Without it, we would not have been able to give any trainings during the lockdown and as a result, we would have suffered over three months of losses.”

Johann Geßner

Service Desk Agent - Bechtle IT System House Chemnitz

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The Solution: Splashtop Enterprise for remote labs – affordable, user friendly and reliable remote access software

Splashtop Enterprise for remote labs is a remote access software that allows users to remotely access and take control of lab computers from any other device, including Windows or Mac computers, Chromebooks, iPads, Android tablets, and more.

Splashtop Enterprise offered everything Johann was looking for in terms of cost, manageability, and running the training centers remotely.

“I don’t want to click around wildly in any portals,” said Johann Geßner. “With Splashtop, it is simply clear, I can complete what I need to do within a few minutes, and the customers have their accesses without me having to search in any submenus. Furthermore, everything is clearly laid out on one nice level and I can easily implement everything I need to prepare, like assigning passwords and permissions.”

Splashtop also enabled him to solve the privacy challenge around not sharing personal customers’ addresses. “Splashtop allows me to set up accounts with our own email addresses, change the passwords every time before the training session, and make them available to participants as needed,” explained Johann Geßner. “This is a functionality that only Splashtop offers as I could not do this with any other product!”

Additionally, [compared to other remote access software](#), Splashtop Enterprise had more functionalities at less than half the price. “This is what convinced everyone, “ said Johann Geßner.

Ultimately, with Splashtop Enterprise for remote labs, Johann and his team could:

- Enable students and teachers to remote into the training centers’ lab computers and use the applications as if they were physically there
- Schedule time slots and set permissions to ensure a smooth remote access experience for students and teachers
- Remotely support and manage lab computers and provide quick on-demand remote support to any computer or mobile device, as well as support students and teachers at home or on-campus

The Result: Splashtop saves the year and opens up possibilities for hybrid training

After testing more than 10 tools, Bechtle IT System House Chemnitz chose Splashtop for remote labs to support their remote training centers. Splashtop stood out among all solutions due to its key functionalities, reliability, and affordability.

Johann Geßner said that ultimately, Splashtop helped his team save the year end: “Without Splashtop, we would not have been able to give any trainings during the lockdown, and as a result, we would have suffered over three months of losses.”

The implementation process also went smoothly. The IT team installed Splashtop on 67 windows clients, enabling up to 24 students to remotely access the training centers PCs for their training sessions. And after providing just two trainings, Bechtle IT System House Chemnitz was able to get a positive return on their Splashtop investment.

Bechtle IT System House Chemnitz now has participants who cantake training sessions from anywhere in Germany as they don’t have to travel to any of the company’s locations. “This represents savings on travel time, hotel costs and on our own organizational expenses from the training department,” said Johann Geßner.

Due to this success, Johann Geßner and his team are planning to continue using Splashtop even after the pandemic and potentially offer a hybrid training solution. “I now assume that we will continue to offer online training even after the pandemic simply because we have all found it to be pretty cool and reliable thanks to Splashtop,” he said. He adds that online training is also sometimes considered higher quality and more convenient for customers, which is an added bonus to going remote with Splashtop.