

## Individual user support while working from home: TÜV SÜD subsidiary unicon relies on digital Userlane assistants

**August 19, 2020 – Munich.** Companies need to rethink: According to a survey by Gartner, a great percentage of managers would like to enable remote work for their employees in the future<sup>1</sup>. This poses several challenges for companies and organizations, since digital remote work not only needs services and infrastructures that meet the high security requirements of companies and that function via the web, but also the help and support channels must adapt to the users' new daily working environment.

### Flexible working hours require flexible support

"Many cloud services offer an extensive range of functions which users usually need help to learn how to use. This is the case of our file sharing and data room service idgard<sup>®</sup>", says Karl Altmann, CEO of Munich-based TÜV SÜD subsidiary unicon. "If employees then sit at home alone in front of their laptops and struggle with the solution, it is not only frustrating but also unproductive. That's why it's crucial to get help quickly when working from home."

However, due to the more flexible working hours with remote work, it may not always be possible to provide personal support by e-mail or phone. To ensure that unicon's customers still get the support they need at all times regardless of where they work from, Mr Altmann and his team have opted for a digital solution and have partnered up with the Munich start-up Userlane: "In conjunction with our partner Userlane, we have set up a virtual assistant that guides users step by step through all the settings and functions of our idgard<sup>®</sup> business cloud—no previous knowledge needed."

The Userlane assistant can be called up on every page of idgard<sup>®</sup> after login and users can start the interactive tours (the "Userlanes") at any time and even pause them and continue later. Everything is included: From tours for new idgard<sup>®</sup> users to explanations of complex data room features. Mr Altmann is convinced of the added value of this partnership: "As a German provider, Userlane fits perfectly with our operator-safe German cloud. In addition, the tool can be smartly linked to other services, such as e-mail, videos, and our new help center, which will go online shortly".

A currently ongoing user survey among unicon customers shows that the cloud specialist has hit the mark with the integration of Userlane and the expansion of its self-service offers.

### Remote work will remain

Userlane co-founder and CTO Felix Eichler is also certain that unicon is on the right track with its remote work approach. According to Mr Eichler, the rapid transition to the remote work we have

---

<sup>1</sup> <https://www.gartner.com/en/newsroom/press-releases/2020-07-14-gartner-survey-reveals-82-percent-of-company-leaders-plan-to-allow-employees-to-work-remotely-some-of-the-time>

experienced has not only increased the demand for secure remote work tools on the customer side, but also for flexible and scalable support solutions.

He is convinced that this is not just temporary: "Remote work will remain".

**You can find more articles on data protection and data security at [www.privacyblog.de](http://www.privacyblog.de).**

**unicon — a company of the TÜV SÜD Group**

unicon GmbH is a company of the TÜV SÜD Group. As part of TÜV SÜD's digitalization strategy, unicon offers high-security cloud applications and solutions for secure, legally compliant data traffic. TÜV SÜD is one of the world's leading technical service providers with over 150 years of industry-specific experience and more than 24,000 employees at around 1,000 locations in 54 countries. Within this strong network, unicon can reliably implement large-scale international projects in the IoT and Industry 4.0 sectors with the Sealed Cloud and its products.

Further information on the company and its solutions at [www.idgard.de](http://www.idgard.de) and [www.unicon.com](http://www.unicon.com)

**About Userlane:**

Userlane is a digital adoption platform that supports companies in their digitization process: The software-as-a-service allows users to immediately operate any browser-based application—without any previous knowledge. At the core of the technology are interactive step-by-step instructions that can be applied to the respective web-based software and guide users through all processes directly in the application. This way, Userlane also automates software training, among other things, and thereby optimizes not only the onboarding of employees but also their readiness for digital adoption. In addition, the platform offers constant, individual performance support and thus supports change management for individual employees and the entire company.

The digitization experience is thus made user-friendly while the willingness to "digital adoption" is increased. Companies from a wide range of industries such as Commerzbank, Deutsche Bahn, Allianz, and public institutions such as the City of Munich rely on the Software Adoption Platform.

The company was founded in 2015 by Hartmut Hahn, Kajetan Uhlig and Felix Eichler and has already received more than ten awards, including the CEBIT Award, Learntec 2018 Innovation Award, Disruptive Technology Award, Spark German Digital Award and BMWi Digital Award. Userlane is one of the top 50 tech start-ups in Europe and ranks 26th on the FAZ list of top German companies.

[www.userlane.com](http://www.userlane.com)

**Press contact at unicon**

unicon GmbH, Mr Wilhelm Würmseer (Corporate Communications)  
Ridlerstr. 57  
80339 Munich (Germany)  
email: [press@unicon.com](mailto:press@unicon.com)  
Phone: +49 (0)89 / 41 615 988 104

Kafka Kommunikation GmbH & Co KG, Mr Markus Reck  
Auf der Eierwiese 1  
82031 Grünwald (Germany)  
Tel. +49 (0) 89 74747058-0  
Fax + 49 (0) 89 74747058-20

**Press contact at Userlane:**

Ms Saskia Müller PR & Events  
Ms Saskia Müller  
Vorherstraße 10a  
80997 Munich (Germany)  
E-mail: [userlane@saskiamueller.com](mailto:userlane@saskiamueller.com)  
Phone: +49 1783421567