

MACHINE BUILDER  
Efficiency and productivity in customer service

**The Client was able to**

A company engaged in the manufacture and supply of industrial machinery implemented CloudSuite Industrial (CSI) to improve after-sales support for its machine customers.





The client noted that the assistance requested by its customers suffered from a number of operational errors that were impacting reputation. This leads to disaffection of workers, and to a drop in profitability due to the execution of guarantees.



**Izertis solution**

IZERTIS carries out a CSI implementation focused on governance including opportunity identification, commercial offer, contracting modalities, construction, installation and maintenance. In short, to create a unified and integrated process. Gone are the islands of information and the disconnect between the solutions that managed these processes, which did not protect operational control and financial return in a timely manner.

The Client was able to:

 <p><b>Improve the readiness of assistance teams</b> by providing better quality documentation on delivered machinery.</p>	 <p><b>Eliminate communication problems</b> by having accurate information on conditions and reasons for attendance.</p>	 <p><b>To reduce assistance and intervention times</b> and to recover the satisfaction of the end customer</p>	 <p><b>Having a set of care metrics</b> that have helped them to eliminate bottlenecks and simplify care delivery.</p>
---	---	---	---



**Key points**

The Customer Support Service for Technical Assistance improve nods to another important success factor in implementation: productivity, material savings, and reduced equipment downtime at the customer.