

MACHINE MANUFACTURER
Efficiency and productivity in customer service

Customer challenge





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 carries out a CSI implementation focused on managing the identification of the opportunity, the commercial offer, the contracting modalities, construction, installation and maintenance. In short, creating a unified and integrated process. No more islands of information and disconnection between the solutions that managed these processes, which did not protect the control of operations or the financial return in a timely manner.

In doing so, the Client was able to:

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

The SAT improvement nods to another important success factor in implementation: productivity, material savings, and reduced equipment downtime at the customer.