

Success Story

Successful "Service Champion" introduction to Hertz Switzerland

- attractive additional services for service differentiation realised
- third party partner in process involved
- cockpit solution with live reports implemented
- training and rollout performed locally with team

„For our new additional service, "Hertz HotSpot", acc solutions created the business process, coordinated the suppliers, and brought all Hertz locations virtually together. Thanks to Service Champion, we now have live reports and data control with just a click available!“

Nick Heinert, HIP & Revenue Manager, Hertz Switzerland

Hertz: the global car rental company



With over 43 locations, including the "Dollar" and "Thrifty" brands, Hertz has an important presence in Switzerland's car rental market. As the world's first and longest established car rental company, Hertz is now represented in over 150 countries. Hertz offers more than 10,500 car rental locations which provide customised mobility solutions for private and business customers.

What Hertz says about *acc solutions*:

"The Hertz HotSpot is very popular with tourists. We take advantage of this demand and differentiate ourselves from our competitors through service. We can offer the new Wi-Fi service very easily at all locations. *acc solutions* gave us the best advice and introduced the Service Champion solution quickly including on the spot Training. Thank you for the professional work and the excellent collaboration. "

Wail Dimian
Customer Service Agent

Differentiate by auxiliary power

In 2012 Hertz Switzerland planned the launch of an innovative service, Hertz HotSpots, which allows customers to include a mobile Wi-Fi hotspot to their car rental. The purpose was to make car rental for foreign customers more attractive, by allowing them to use the internet wherever they travel. In this way, customers would be able to save on high roaming charges too. Before the launch, the following processes had to be put in place:

- making customer registration easy at the pickup location
- tracking of rented Hertz HotSpots with a simple asset management web tool
- planning of logistics and warehousing together with third parties in different locations
- creating a clear view on all assets and simplifying the communication between employees
- recharging of prepaid credit for Hertz customers
- carrying out various campaigns for coupons, discounts, promotions
- developing of live reports and controlling tools for the management and employees
- managing the stock-quantities per location

acc solutions accepted the exciting challenge presented by Hertz Switzerland with great joy. Within two weeks, the modular SaaS Service Champion was adapted to meet the needs of Hertz and was ready to go live. Thanks to Service Champion, the logistics partner (DHL and ALSO Group), Hertz centres, and customers can now interact efficiently.



A) Business processes solutions with Service Champion:



1. Solution for Warehouse Management

- Connection of the ALSO Group Service Team for fitting, sending, and returning the Hertz HotSpots
- Implementation of web forms, for example, to pick up reserved Hertz HotSpots
- Order processing through automated communication regarding stock shortages
- Solution for warranty in case of loss or defect
- Connection for DHL transporting from A to B

2. Order management and invoicing

- Voucher Management System to organise various campaigns (promotional tool)
- Credit card connectivity for easy payment and recharging internet credit
- Transfer function for the status change from rental to purchase
- Cancellation solution for terminations and complaints processing

3. Cockpit Module

- Reporting on the use of Hertz HotSpots and recording sales
- Security monitoring tool for identifying weaknesses (fraud detection)

B) The benefits for Hertz:

Thanks to Service Champion, Hertz is today able to provide additional services to their customers. The smooth process flow between Hertz and third parties facilitates collaboration and provides satisfaction for Hertz employees and customers.

1. Facilitated collaboration

The complexity in cooperation with third parties and in the delivery of all locations is reduced massively with Service Champion.

2. Quality Management

Service Champion allows optimal quality management with its reporting tools.

3. Differentiation from other providers

By using Service Champion, Hertz is able to differentiate itself from the competition. The customers of Hertz are enthusiastic about the attractive performance and simplicity.

"Thanks to Service Champion, we can offer a unique, additional service that is handled smoothly and efficiently. Thus, all employees regardless of their location, are able to access all the necessary information. This means the internal communication for the team is easier and faster. Also, the creation of reports is automated. This facilitates control and saves a lot of time. "

Nick Heinert
HIP & Revenue Manager, Switzerland, Hertz

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