

Success Story

Successful "Service Champion" Introduction to Laetus, Germany

- Process optimization for service and helpdesk developed
- Worldwide support hotline 24 hours a day, 365 days a year implemented
- Change management and training successfully carried out
- Project go live within 4 weeks done

"We are excited by the increased efficiency which we have achieved thanks to the professional advice of acc solutions and the use of the Service Champion!"

Michael Scheu, Hotline Support, Laetus

Laetus quality specialist



Laetus is a global leader in the field of automatic quality control solutions (fill inspection). The international company, based in Germany, offers quality, safety, and inspection systems. The Laetus Track & Trace system is a huge benefit in the process of drug production. Laetus employs over 250 people and is part of the Danaher group which earns 20 billion dollars in sales worldwide.

What Laetus says about acc solutions:

"Thanks to the comprehensive consulting and process analysis of acc solutions, we were able to meet our international challenges. Service Champion was adapted from acc solutions exactly to meet our needs and was integrated into our existing IT landscape."

Jörg Grünig

Supervisor Installation & Services, Laetus

Customer satisfaction is more and more important

In November 2014, Laetus wanted to meet the following goals:

- Fulfilment of demanding service requirements of market leading customers
- Development from 9-17h local helpdesk to international 24x365 hotline service within 30 days
- Handling of the growing volume of customer inquiries
- Development of priority management for better customer segmentation
- Creation of live reports in the service area for better planning and overview
- Development of hotline support with 100% traceability
- Development of root cause analysis processes and reduction of error rate (Six Sigma)

With great motivation, acc solutions took on the challenge to renew the service processes within only one month. With this schedule Laetus could start working, in December 2014, with the customized business process solution Service Champion. Thanks to the new workflows, the growing volume of orders can be handled by the same team. Additionally, Laetus provides now 24x365 service for all its customers.



A) Business processes solutions with Service Champion:



1. Hotline support for customers and IT helpdesk for employees

- Multi-channel support for customer queries
- Team mailbox for clear structures of responsibility
- Role-based workflows without consuming task handoffs, when there are absences
- Web Self Care forms for 24x365 service
- Troubleshooting solution and scheduling of the field force and service technicians
- BOMs and equipment information for quick ordering of spare parts and emergency solutions

2. IT request and IT project management

- Service Champion with Service Management Setup for Laetus IT team (based on ITIL V3)
- Ticketing for incidents and change requests
- E-mail automation module for optimal communication flow and transparent correspondence overview.
- Wiki (knowledge management) for the collection of knowledge, checklists and documentation (incl. Video, images, PDF, etc.)

B) The benefit for Laetus:

Thanks to process improvements, the Laetus Hotline Support Team and the IT team are working with 100% transparency. The company has thus become sustainably more precise and efficient.

1. Customer focus or Customer proximity

The Laetus team benefits from the 360° view of customers and employees in Service Champion. All necessary data is immediately available. This allows the customers and employees to always have access to competent advice and rapid assistance. Customers are given more professional and faster service. The sales team sees customer support cases at a glance and considers such information before sales calls.

2. Information assurance

In Laetus, handovers succeed now seamlessly during shift changes and absences. This is only possible thanks to the documentation and information available in Service Champion.

3. Instant Solutions (First Contact Resolution)

Thanks to the integrated knowledge management, Laetus solves around 30% more inquiries on the first contact with their customer.

4. Transparency and efficiency

The management of Laetus now have access to extensive live reports. Quick optimizing processes and resource planning are now possible. For example, peak loads in customer inquiries are identified and action plans optimized according to customer requirements.

"With acc solutions we have found a top business partner for process optimization. The customer and the professional advice of acc solutions convinced us. The customized Service Champion was integrated within 4 weeks from the order into our IT landscape. Employees received a practical training on site in Germany and were very motivated. Many thanks to the whole team acc solutions! "

Michael Scheu
Hotline Support, Laetus

Further information:

www.acc-solutions.ch
www.laetus.com

Contact:

Roger Müller, Gründer & CEO
E-Mail: roger.mueller@acc-solutions.ch
Mobile: +41 79 234 44 56
Fixnet: +41 52 222 44 00

More articles & success stories:

<http://www.acc-solutions.ch/de/kunden/customer-success-stories/>