

## Success Story

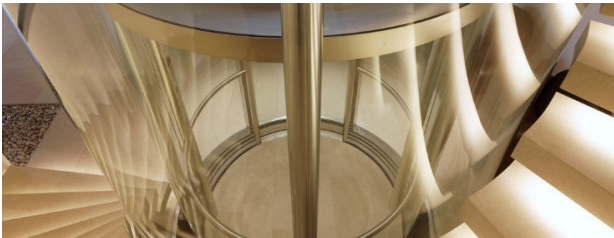
### Successful “Service Champion” introduction at EMCH Aufzüge AG, Switzerland

- Sales and offering process optimised and accelerated
- Sales module, cockpits, and live reports implemented
- Roles based processes implemented
- Trainings on site conducted & Wiki system implemented

“Regarding sales, we benefit greatly from the newly created transparency. We kindly appreciate the efforts of acc solutions.”

- Daniel Steiger, Chief Sales Officer, Head marketing and communication at EMCH

#### EMCH, more than a lift



EMCH, a family-owned company, has built customised elevators for the world for over 130 years. This traditional company was founded in 1880. Bernhard Emch is the managing director in the fourth family generation. The originality of technology, design and service is what makes their high-class elevators unique. Planning, construction, and installation are offered as one complete package. EMCH engages over 220 employees and has completed more than 8,000 projects successfully.

#### Voice of EMCH about acc solutions:

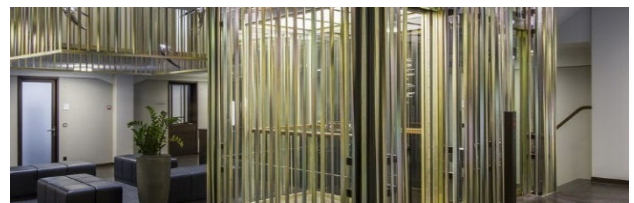
“acc solutions has accompanied us since we introduced Service Champion. Acc constantly provides us with outstanding customer care and support. The support, whether it is via e-mail, ticket, hotline, or on site, is always of high quality and acc responds very fast. It is acc solutions’ commitment and passion, which makes everything possible. We highly appreciate that.”

*Marion Hägeli  
Sales Administration, EMCH*

#### More efficiency was needed because of competition

In 2010, the sales management of EMCH decided action needed to be taken to complete the following objectives:

- Increase speed and efficiency for a stronger differentiation against the competition
- Increase the rate of first contact resolution (FCR) in support
- Document the sales pipeline to obtain a better forecast on achievements and failures
- Provide customer relation data openly to the entire company to improve customer care service
- Create exact cost estimations for elevator projects quickly
- Automate structured information flow to improve cooperation between departments and to reduce inaccuracies
- Simplify task management by using role-based processes to reduce vacation and absence planning time.



acc solutions accepted the challenge of completing these objectives with huge motivation and delivered rapid results. The sales team of EMCH has been working with the optimised processes since 2012. The newly created transparency led to better service, more sales and happier customers, which in turn increased customer retention.

Additionally, thanks to the introduction of Service Champion, the speed and quality of offerings increased greatly. As a result, EMCH is able to deliver outstanding performance in comparison to its competitors.



#### A) Business process solutions with Service Champion, Key benefits:

##### 1. Improvement of internal communication

- Simplified sales lead tracking thanks to smart ticketing solution (360 degree customer intelligence)
- Automated reminder for due date management
- Faster reply to customer requests for elevator offers, to contractors, and to sales partners
- Automated e-mail Team-Mailbox solution with role-based workflows
- Detailed information about objects (elevators)
- Faster offer calculator for a driver based costing process
- Bidirectional automatic SAP interface for error & work-effort reduction (no manual typing)
- Efficient Wiki module for simple know-how management and documentation
- Better project management and control of Continuous Improvement Process (CIP) by using smart ticketing solution

##### 2. Live reporting for the management team

- Cockpit for real time control of key sales figures
- Documentation of strengths and weaknesses in sales process
- Sales performance tracking solution
- Geo map reporting of leads and incidents

#### B) Benefits for EMCH:

The EMCH sales performance has increased due to the business process solution, Service Champion. Moreover, the teamwork and communication between units has improved considerably.

#### 1. Transparency in sales

Thanks to Service Champion, EMCH optimised the sales process. Today, EMCH identifies lost deals, tracks projects, and responds faster to customer inquiries. Management decisions are now based on clear KPI.

#### 2. Key figures at a glance

Service Champion shows future revenues (projections) in live cockpits. The data is available at any time for the management and the board.

#### 3. Simplified flow of information

Because the sales-team workflow is documented, the divisions of EMCH are collaborating more easily and frequently. Service Champion automates the transfer of information between divisions. This transparency leads to greater efficiency.

“With acc solutions we found the best partner for our strategic initiatives. The vast acc experience combined with the EMCH knowhow led to exceptional results. Service Champion outperformed our expectations. Thanks to the SaaS-setup, the solution is permanently extended to the rapidly changing requests. We highly appreciate the excellent cooperation with acc solutions.

*Daniel Steiger,  
Division manager of sales, marketing, and communication at EMCH*

#### Further Information:

[www.acc-solutions.ch](http://www.acc-solutions.ch)  
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