

Success Story

Successful Service Report process optimization with "Service Champion" at Hapa AG

- Automated and optimised process for repair and maintenance orders in aftersales
- Delivered change management Inputs and training successfully on the customer site
- Implemented the project within 4 weeks on time

"acc solutions has topped our expectations. The process for repair and maintenance orders for our field technicians (Service Assignment) has become much more transparent and efficient. Thanks to the PDF-Module of the "Service Champion" we win time & cash. The Error rate was reduced to practically zero. At the push of a button, the management sees all relevant numbers and KPI's for the international after sales team".

André Nägeli, Head of Customer Service Coesia, Hapa AG

Hapa, the Specialist for Printing technology



Hapa's in-house printing solutions enable companies to streamline production and create real added value for the packaging process. Almost all major pharmaceutical companies in the world are customers of Hapa. Hapa is part of Coesia, a global group of innovative companies for industrial solutions headquartered in Bologna, Italy. Coesia generates annual sales of 3 billion Euros worldwide. Hapa employs over 220 people worldwide and is headquartered in Zurich, Switzerland.

Only successful customers are satisfied

After the successful introduction of the "Service Champion" Helpdesk (international 24x7x365), the second step was to streamline the support & intervention process (Lean Management). The repair and maintenance order processes (Service Assignment) had to be improved too. The following challenges had to be mastered:

- Reduction of intervention lead time in order to meet the high demands of market-leading customers regarding customer support & SLA response time (Service Level Agreement).

- Transmission of error-free and complete orders to the Hapa field technicians.
- Reporting of working hours and expenses of field technicians online and offline no matter from where.
- Calculation of wage and expense payments for field technicians directly based on the submitted forms.
- Pooling of field technicians through efficient route planning and fast response to new requests.
- Creation and sending invoices to customers immediately after the repair or maintenance. Goal to act before the field technician returns from his service assignment. Cash-in optimization and faster cash flows for Hapa.
- Detection of quality defects through gained transparency with automatic reporting and root cause analysis.
- Improvement of Hapa machines thanks to integration of the quality teams with access to the fields data collected.

"Through the process optimisation of our aftersales Team with the "Service Champion" PDF-Module for repair and maintenance orders (Service Assignment), we make our customers more successful, e.g. Hapa printing machines now have less downtime."

*Christian Metzger
Supervisor Customer Care, Hapa AG*

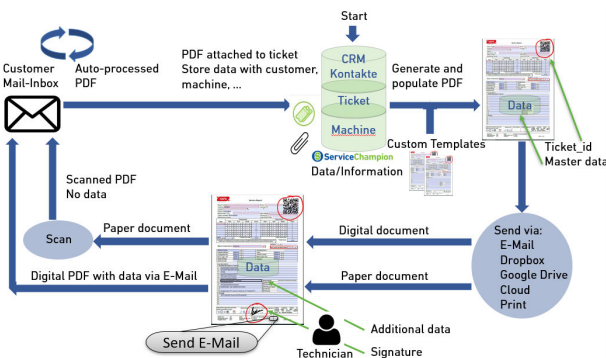
Implementation:



With great enthusiasm acc solutions accepts the challenge to completely automate the service assignment process within one month. With the flexible PDF-Module of the "Service Champion", acc solutions implements the requirements. At the push of a button, the field technicians simply generate the work order in the form of a PDF form. When travelling to the customer, the rough workflow and the order are already clearly planned. All master data fields are prefilled. This saves a lot of time. At the customer's site, the field technicians record their travel time, working hours and expenses. The cleanly documented working paper is then e-mailed as a report to the back office. Wage payments and invoices are thus calculated error-free and triggered punctually. Thanks to "Service Champion", the customer invoice is sent to the customer even before the technician returns. Hapa's service team is very pleased with the successful process automation and the transparency gained.

Introduction to the solution in hectic everyday life

Representation of the service assignment as a closed-loop process in "Service Champion":



Cycle: Automatic assignment creation, processing, recording, invoicing and evaluation with the "Service Champion" PDF-Module

The "Service Champion" PDF-Module works particularly well in combination with:

- CRM, the Team mailbox and the Ticketing system
- Multichannel support with address book connection for easy query processing and direct help
- Team mailbox for role-based work and clear responsibility structures
- Web-Selfcare Forms for the 24x7x365 Service

- Troubleshooting for the field technicians' deployment planning
- Parts lists & machine information for fast spare parts orders, emergency solutions and maintenance

Checklist Introduction PDF-Module for Customer Service

- Install Acrobat PDF Reader Tool (free)
- Send the paper-input-form to acc solutions
- Check the new PDF-document and give your OK
- Enable Inbox e-mail account for PDF-processing

The benefits for Hapa:

Thanks to process optimisation in aftersales, especially in service assignments, Hapa leads its customers to success. Reliable, well-informed field technicians and timely maintenance worldwide, considerably reduce the downtimes of Hapa printing machines. Thanks to the prompt billing of corrective and preventive maintenance work, fewer questions arise from the customer's side. The customers are satisfied and purchase printing technologies from Hapa again. Thanks to the error-free and precise work orders and reports, no more monetary losses are incurred. The service for repairs and maintenance also increases Hapa's turnover. The transparency that has been created, also enables a high level of quality management (CIP, Six Sigma, 8D).

"With acc solutions we have found a top partner for process optimisation. The deep understanding for our industry and the professional consulting convinced us. With the modular "Service Champion", we can digitise, automate and network our processes step by step, making them more efficient and effective. The "Service Champion" creates links in our IT architecture and is easy to integrate".

*André Nägeli,
Head of Customer Service, Hapa*

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