![kontron S&T Group logo]

SUSiEtec WORKFORCE

Easily manage your service management complexity

14.000
Users

17
Years of Experience

32.000
Operations/day

With SUSiEtec Workforce companies **optimize** their **service management workflows**. **Costs are reduced** and **service quality and customer satisfaction are increased.**

- \+ Efficient service delivery from capture to fulfillment
- \+ Increased customer satisfaction and customer loyalty through higher service quality
- \+ Targeted cost reduction in service processing
- \+ Shorter processing times for service orders
- \+ Paperless processing
- \+ Intuitive operation
- \+ Easy integration into the existing system landscape and/or IoT systems
- \+ Cash flow optimization through faster settlement
- \+ Transparent mapping of individual business processes

Your employees process orders on site in no time at all. Your advantage: **All relevant data** from the backend system system are available to the employees **on site**. Feedback such as working hours, material consumption, signatures or activity reports can also be signed and digitally stored on a notebook or smartphone - **as simple as never before**.

Mobile	IoT	Integration	Device Management	Forms
Ressource planing & operation control	Time- and material recording	Installation/ Comissioning	Operation data acquisition	Document Management

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INCREASE CUSTOMER SATISFACTION
by digtitalizing of Service Management processes

› Short reaction times through standardization and
› Rationalization of service processes
› Provision of fully integrated web-based
› Services
› Digital signing of service reports
› Higher service quality - minimization of faulty processes
› Analysis, insightful reports, real-time dashboard data
› Complete history - also on site

INCREASE PRODUCTIVITY
by support of the technicians on site

› Mobile access to all relevant data
› Uninterrupted work even in offline mode
› Improve order throughput times through mobile collaboration
› Provision of expertise for technicians on site, digital manuals
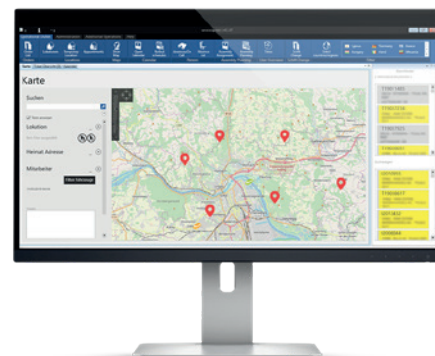› Easy integration of partner companies

REDUCE COSTS
by support of the resource planner/service provider

› Deployment of the right technician for the planned task
› Deployment optimization based on location, availability and qualification
› Reduction of waiting time on site due to real-time dispatching
› Better utilization „in the field" through Track&Trace
› Reduced setup times

SOME REFERENCES

ÖBB

HAUSER

KUHN GRUPPE

BIG BUNDES IMMOBILIEN GESELLSCHAFT

k|s|w!

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